



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 30, 2024

Mr. Pierre-Luc Ouimet  
Director, Product Safety and Certification  
Nova Bus (US) Inc.  
1000 Industriel Blvd  
J7R 5A5  
St-Eustache 00000

NEF-107HG  
24V-564

**Subject:** Reduced Visibility from Glazing on Glass/FMVSS 205

Dear Mr. Ouimet:

This letter serves to acknowledge Nova Bus (US) Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

NOVA BUS/LFS/2019-2023  
NOVA BUS/LFS ARTIC/2019-2020

**Mfr's Report Date:** July 26, 2024

**NHTSA Campaign Number:** 24V-564

**Components:**

VISIBILITY:GLASS, SIDE/REAR

**Potential Number of Units Affected:** 186

**Problem Description:**

Nova Bus (US) Inc. (Nova Bus) is recalling certain 2019-2023 LFS and 2019-2020 LFS Arctic buses. The glazing used on the glass windows may reduce the driver's visibility. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 205, "Glazing Materials."

**Consequence:**

Reduced visibility while driving can increase the risk of a crash.

**Remedy:**

Nova Bus will inspect the vehicles and replace the driver shield glazing as necessary, free of charge. Owner notification letters are expected to be mailed in September 2024. Owners may contact Nova Bus customer service at 1-800-350-6682. Nova Bus's number for this recall is CR5626.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).



**Please ensure the following requirements are met:**

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the affected component(s). If your company manufactured the component itself, then please state so in 573.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Nova Bus (US) Inc.'s contact for this recall will be Hensly Guerra who may be reached by email at [hensly.guerra1@dot.gov](mailto:hensly.guerra1@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement