



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

1200 New Jersey Avenue SE  
Washington, DC 20590

September 5, 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-648

**Subject:** Instrument Panel Malfunction/FMVSS 101

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/2023-2024  
NOVA BUS/LFS ARTIC/2023

**Mfr's Report Date:** September 3, 2024

**NHTSA Campaign Number:** 24V-648

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

**Potential Number of Units Affected:** 179

**Problem Description:**

Nova Bus (US) Inc. (Nova) is recalling certain 2023 LFS Artic and 2023-2024 LFS vehicles. The instrument panel may fail to display the speedometer or incorrectly display warning lights, due to defective firmware. In addition, the firmware may result in a loss of drive power. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard numbers 101, "Control and Displays."

**Consequence:**

An instrument panel that fails to show critical safety information, such as the speedometer or warning lights, can increase the risk of a crash. A loss of drive power also increases the risk of a crash.

**Remedy:**

Novas will update the instrument panel firmware, free of charge. Owner notification letters are expected to be mailed November 2, 2024. Owners may contact Nova customer service at 1-800-350-6682. Nova's number for this recall is CR5636.

**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 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