



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 4, 2024

Mr. Pierre-Luc Ouimet
Director, Product Safety and Certification
Nova Bus (US) Inc.
260 Banker Road
PLATTSBURGH, NY 12901

NEF-107HG
24V-727

Subject: Software Error May Cause a Loss of Drive Power

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/2022-2023

Mfr's Report Date: September 30, 2024

NHTSA Campaign Number: 24V-727

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION MOTOR:CONTROLLER
ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 40

Problem Description:

Nova Bus (US) Inc. (Nova Bus) is recalling certain 2022-2023 LFS buses. A software error may cause the Vehicle Control Unit (VCU) to crash, disconnecting the high voltage batteries and causing a loss of drive power.

Consequence:

A loss of drive power increases the risk of a crash.

Remedy:

Nova Bus will validate and update the VCU software, free of charge. Owner notification letters are expected to be mailed November 29, 2024. Owners may contact Nova Bus customer service at 1-800-350-6682. Nova Bus's number for this recall is CR5643.

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 [nhtsa.gov](https://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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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. We look forward to working with you.

Sincerely,



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