

Part 573 Safety Recall Report

24V-231

Manufacturer Name : Nova Bus (US) Inc.

Submission Date : MAR 27, 2024

NHTSA Recall No. : 24V-231

Manufacturer Recall No. : CR5577



Manufacturer Information :

Manufacturer Name : Nova Bus (US) Inc.

Address : 260 Banker Road
PLATTSBURGH NY 12901

Company phone : 450-472-6410

Population :

Number of potentially involved : 641

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2024 Nova LFS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is defined by vehicles operating with long life coolant and built with the Engine Coolant Return Hose N95062-48. There are 641 Nova LFS MY 2020 through 2024 vehicles impacted.

Production Dates : JAN 10, 2022 - MAR 15, 2024

VIN Range 1 : Begin : 4RKYL82J5M9778156 **End :** 4RKYL82J2R9779305 Not sequential

Description of Defect :

Description of the Defect : Vehicles may have been built with an engine coolant return hose that is incompatible with the coolant system temperatures.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event that the engine coolant return hose fails and the coolant level reaches a critical low threshold, the engine may shutdown. An unexpected engine shutdown could increase the risk of a crash.

Description of the Cause : Inappropriate material selection of the engine coolant return hose.

Identification of Any Warning that can Occur : There may not be any warning prior to the failure of the engine coolant return hose.

A red lamp is illuminated on the driver display in the event the critical low coolant level threshold is met.

This provides the driver with a 30 second warning prior to engine shutdown.

Involved Components :

Component Name 1 : Hose

Component Description : 30R7 5/16"ID X 125"LG

Component Part Number : N95062-48

Supplier Identification :

Component Manufacturer

Name : Nova Bus

Address : 1000 boulevard Industriel
Quebec Foreign States J7R 5A5

Country : Canada

Chronology :

2023-02-28: Nova Bus was informed of Engine Coolant Return Hose failures.

2023-07-24: An internal investigation and problem resolution process was initiated.

2023-12-22: A Technical Service Bulletin (BS5511) was released to replace the Engine Coolant Return Hose with an updated version of the Engine Coolant Return Hose.

2024-02-14: In preparation for a review of the Technical Service Bulletin with NHTSA, the details of the investigation were reviewed and further information gathered to understand the potential vehicle behavior for loss of engine coolant.

2024-03-07: Product Safety Evaluation Committee raises the investigation to PSRI status and additional field information is reviewed.

2024-03-14: Product Safety Evaluation Committee evaluates the investigation findings and raises to the Product Safety Committee.

2024-03-20: Product Safety Committee reviews the information provided and requests additional information.

2024-03-22: Product Safety Committee makes the determination of a product safety defect.

2024-03-27: Nova Bus files DIR with NHTSA that a voluntary recall will be released to address the safety-related defect.

There have been no accidents or injuries related to this defect. There have been 236 warranty claims where the Engine Coolant Hose was replaced. The warranty claims were received as follow: April 2023: 1, June 2023: 3, July 2023: 5, August 2023: 9, September 2023: 1, October 2023: 44, November 2023: 24, December 2023: 77, January 2024: 49, February 2024: 21, March 2024: 2. Total of 236 claims.

Description of Remedy :

Description of Remedy Program : Vehicles will be recalled and the remedy program will be to replace the Engine Coolant Return Hose with the updated part made from silicone. All costs associated with this corrective measure will be covered by Nova Bus. Pre-notification remedies will be addressed using the Nova Bus general reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedied Engine Coolant Return Hose will be made from silicone which is compatible with the coolant system temperatures . PN# N95060-249 HOSE SILICONE 5/16"ID X 125"

Identify How/When Recall Condition was Corrected in Production : An Internal Campaign was launched to ensure all vehicles had the updated Coolant Return Hose installed in production March 23, 2024.

Recall Schedule :

Description of Recall Schedule : Note: Nova Bus does not have a dealer network and the dates entered for the planned dealer notification begin/end date are only to avoid NHTSA Recall Portal error while submitting the recall report. Owner notification will begin on or before May 26, 2024.

Planned Dealer Notification Date : MAR 30, 2024 - MAR 30, 2024

Planned Owner Notification Date : MAY 26, 2024 - MAY 26, 2024

* NR - Not Reported