

Part 573 Safety Recall Report

24V-519

Manufacturer Name : Nova Bus (US) Inc.

Submission Date : JUL 26, 2024

NHTSA Recall No. : 24V-519

Manufacturer Recall No. : CR5616



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 : 34

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Nova Bus LFS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is defined by vehicles built from 03/01/2022 through 10/23/2023 that were assembled at Nova Bus St-Eustache facility.

Production Dates : MAR 01, 2022 - OCT 23, 2023

VIN Range 1 : Begin : 2NVYL82JON3753382 **End :** 2NVYL82J7P3754069 Not sequential

Description of Defect :

Description of the Defect : Vehicles may have been built with wiper arms not properly aligned.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : With incorrectly aligned wipers activated at highest speed setting, the wiper blades may collide and get damaged. Driving under certain meteorological conditions with damaged wiper blades or arms may impair the driver's visibility and could increase the risk of a crash.

Description of the Cause : Incorrect alignment of the wiper arms during assembly process.

Identification of Any Warning that can Occur : There is no warning prior to occurrence.

Involved Components :

Component Name 1 : Wiper

Component Description : Wiper 4 seasons blade

Component Part Number : N70276

Component Name 2 : Wiper

Component Description : Wiper Linkage Assembly

Component Part Number : N74151

Component Name 3 : Wiper

Component Description : Wiper Arm Passenger

Component Part Number : N74153

Component Name 4 : Wiper

Component Description : Wiper Arm Driver

Component Part Number : N86403

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

November 21, 2023: Nova Bus was first informed by a Canadian customer of an occurrence of damages to the wiper blades due an incorrect adjustment of the wiper arms.

From December through March 2024: 3 additional occurrences were reported by Canadian customers

April 2024: 8 additional occurrences were reported by Canadian customers

May 6, 2024: Following multiple occurrences in April 2024, Nova Bus started an internal Investigation.

May 30, 2024: The issue was raised to the safety forum as a potential risk for evaluation.

June 06, 2024: Nova Bus opens a formal potential safety related issue investigation.

June 18, 2024: Process audit completed to identify root causes and population.

July 02, 2024: Product Safety Evaluation Committee evaluates and raises to Product Safety Committee.
July 03, 2024: Product Safety Committee determination of product defect.
July 08, 2024: Nova Bus files 573 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 were no warranty claims in the US related to this defect.

Description of Remedy :

Description of Remedy Program : Owners will be notified. Vehicles will be recalled. Remedy program will be to inspect vehicles and correctly realign the wiper blades. 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 : Properly adjusted wiper blades are almost parallel while defective alignment will have a steeper angle between the blade.

Identify How/When Recall Condition was Corrected in Production : An Internal Campaign was launched to correct vehicles in production July 4th, 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 September 06th, 2024

Planned Dealer Notification Date : JUL 10, 2024 - JUL 10, 2024

Planned Owner Notification Date : SEP 06, 2024 - SEP 06, 2024

* NR - Not Reported