

Part 573 Safety Recall Report

24V-657

Manufacturer Name : Nova Bus (US) Inc.

Submission Date : NOV 19, 2024

NHTSA Recall No. : 24V-657

Manufacturer Recall No. : CR5637



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 : 208

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2024 Nova Bus LFS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The recall population is defined by vehicles built from 10/18/2019 through 06/21/2024, assembled with a Valeo auxiliary heater Thermo + models 300 or 350 without additional protection for the air intake (air intake snorkel or dust pan without louvers).

A total of 181 LFS vehicles are potentially impacted

Production Dates : OCT 18, 2019 - JUN 21, 2024

VIN Range 1 : Begin : 4RKYL82J4K9777447 End : 4RKYL82J5R9779539 ☒ Not sequential

Vehicle 2 : 2019-2023 Nova Bus LFS Artic

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The recall population is defined by vehicles built from 06/04/2019 through 10/16/2023, assembled with a Valeo auxiliary heater Thermo + models 300 or 350 without additional protection for the air intake (air intake snorkel or dust pan without louvers).

A total of 27 LFS Artic vehicles are potentially impacted.

Production Dates : JUN 04, 2019 - OCT 16, 2023

VIN Range 1 : Begin : 4RKYS92J5K9777269 End : 4RKYS92J1P9779138 ☒ Not sequential

Description of Defect :

Description of the Defect : The subject vehicles may have been manufactured an auxiliary heater module that could stop working due to contaminant entering the unit through the air intake and settling on the electronic controller.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The presence of contaminant on the electronic controller may create an electrical short which could increase the risk of a thermal event or fire. The electrical short may also cause the auxiliary heater to stop functioning. A non-functional auxiliary heater may reduce the performance of the windshield defroster system which could impair the driver's visibility, increasing the risk of a crash.

Description of the Cause : Incorrect protection of the air intake and electronic controller against contaminants

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

Involved Components :

Component Name 1 : HEATER AUX VALEO THERMO+ 300

Component Description : Diesel auxiliary heater Valeo Thermo+ 300

Component Part Number : N94477

Component Name 2 : HEATER AUX VALEO THERMO+ 350

Component Description : Diesel auxiliary heater Valeo Thermo+ 350

Component Part Number : N97496

Supplier Identification :**Component Manufacturer**

Name : Spheros Germany GmbH

Address : Ihlenfelder Str. 148

Neubrandenburg Foreign States 17034

Country : Germany

Chronology :

March 18, 2020: First warranty claim that could be linked to this issue

February 2, 2022: Nova Bus was informed of malfunctioning auxiliary heaters causing lack of heat in the vehicles.

February 09, 2022: Nova Bus started an internal Investigation.

May 11, 2022: Nova Bus investigation found overheating signs on analyzed components.

May 11, 2022: The issue was raised to the safety forum as a potential risk for evaluation.

May 12, 2022: Product Safety Evaluation Committee requests more information.

October 1, 2022: Second warranty claim related to this issue

July 29, 2023: Nova Bus received a third warranty claim related to this issue

October 12, 2023: Nova Bus opens a formal potential safety related issue investigation.

November 15, 2023: Nova Bus sent parts to an external laboratory for analysis

May 3, 2024: Nova Bus received the final analysis report from external laboratory.

August 29, 2024: Product Safety Evaluation Committee evaluates the PSRI information and decide to raise to PSC evaluation.

September 3, 2024: Product Safety Committee determine the Safety Related Defect.

September 9, 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 have been 3 warranty claims related related to this defect.

Description of Remedy :

Description of Remedy Program :	Owners will be notified. Vehicles will be recalled. Remedy program is not determined at the moment. 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 :	Remedy is not identified at the moment.
Identify How/When Recall Condition was Corrected in Production :	An Internal Campaign was lauched to correct vehicles in production on September 5th, 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.
Planned Dealer Notification Date :	Owner notification will begin on or before December 20th, 2024 SEP 12, 2024 - SEP 12, 2024
Planned Owner Notification Date :	DEC 20, 2024 - DEC 20, 2024

* NR - Not Reported