

# Part 573 Safety Recall Report

# 24V-657

**Manufacturer Name :** Nova Bus (US) Inc.**Submission Date :** JAN 31, 2025**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 &amp; 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 &amp; 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 to remove the original auxiliary heater air intake and install a snorkel hose type on the auxiliary heater air intake. 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 :** Remedied component will have a snorkel hose type on the auxiliary heater air intake instead of the original auxiliary heater air intake.

**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.

Owner notification will begin on or before February 1st, 2024

**Planned Dealer Notification Date :** SEP 12, 2024 - SEP 12, 2024

**Planned Owner Notification Date :** FEB 01, 2025 - FEB 01, 2025

\* NR - Not Reported