

Part 573 Safety Recall Report

24V-873

Manufacturer Name : Nova Bus (US) Inc.**Submission Date :** JAN 17, 2025**NHTSA Recall No. :** 24V-873**Manufacturer Recall No. :** CR5668**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 : 744

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2023 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 04/20/2023 through 08/08/2024 assembled with Casco Coolant Sensor PN 2030100057.

Production Dates : OCT 16, 2023 - NOV 03, 2023

VIN Range 1 : Begin : 4RKYS92J1P9779138 End : 4RKYS92J6P9779166 Not sequential

Vehicle 2 : 2022-2024 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 11/28/2022 through 08/08/2024 assembled with Casco Coolant Sensor PN 2030100057 (buses manufactured between November 2022 and August 2024)

Production Dates : NOV 28, 2022 - AUG 08, 2024

VIN Range 1 : Begin : 4RKYL82J7N9778659 End : 4RKYL82J5R9779623 Not sequential**Description of Defect :**

Description of the Defect : The subject vehicles may have been manufactured with a defective coolant sensor used to detect the "critical low" level of coolant.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A defective sensor could send a false signal to the engine that the coolant level is critically low which would lead to an engine shutdown. An unexpected

engine shutdown may increase the risk of a crash.
Description of the Cause : Misalignment of the internal sensor probes.
Identification of Any Warning that can Occur : There is no warning prior to occurrence.

Involved Components :

Component Name 1 : Casco AC Fluid Level Sensor
Component Description : Critical level coolant sensor
Component Part Number : N108036

Supplier Identification :

Component Manufacturer

Name : Casco Products Corp.
Address : 1357 Veterans Way
Morgantown Kentucky 42261
Country : United States

Chronology :

September 29, 2023: Nova Bus was informed by a customer of coolant sensor failures.
January 17, 2024: Nova Bus starts gathering failed parts for root cause evaluation.
April 04, 2024: Initial meeting with the part supplier.
May 15, 2024: Supplier provides results of the assessment done on failed parts.
August 13, 2024: Supplier provides 8D analysis of issue.
September 12, 2024: Nova Bus opens a formal potential safety related issue investigation.
October 07, 2024: Suspect parts are removed from production.
November 08, 2024: Product Safety Evaluation Committee evaluates and raises to Product Safety Committee.
November 12, 2024: Product Safety Committee determination of product defect.
November 19, 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 185 warranty claims related to this defect between September 2023 and November 2024.

Description of Remedy :

Description of Remedy Program : Owners will be notified. Vehicles will be recalled. Remedy program is to inspect the sensor and replace it with a corrected version of the sensor. 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 additional internal support for the probes and will have a production date later than December 12, 2023.

Identify How/When Recall Condition was Corrected in Production : An Internal Campaign was launched to correct vehicles in production November 13th, 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 March 28th, 2025

Planned Dealer Notification Date : NOV 22, 2024 - NOV 22, 2024

Planned Owner Notification Date : MAR 28, 2025 - MAR 28, 2025

* NR - Not Reported