

# Part 573 Safety Recall Report

# 24V-873

**Manufacturer Name :** Nova Bus (US) Inc.**Submission Date :** FEB 12, 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 : 749

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2022-2024 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 06/24/2022 through 08/08/2024 assembled with Casco Coolant Sensor PN 2030100057 (buses manufactured between June 2022 and August 2024)

Production Dates : JUN 24, 2022 - AUG 08, 2024

VIN Range 1 : Begin : 4RKYL82J3N9778416 End : 4RKYL82J5R9779623  Not sequential

Vehicle 2 : 2023-2023 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 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**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