



## IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN APPENDIX A  
NHTSA RECALL NO. 24V727

Mr. Customer  
Transit Bus Agency  
260 Banker road  
Plattsburgh, NY, USA 12901

November 2<sup>nd</sup>, 2024

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Nova Bus (US) Inc. has decided that a defect which relates to motor vehicle safety exists in certain Nova Bus model LFS and Model Years 2022 to 2023 manufactured from October 2022 to August 2024 equipped with the vehicle control unit software version E or earlier.

The affected vehicles may have been manufactured with a defective software version that may, in certain cases, cause the vehicle control unit to crashes. A vehicle control unit crash will cause the high voltage to disconnect and the vehicle to lose motive power. A loss of motive power may increase the risk of a crash.

The service document CR5643 explaining the measures to be taken to remedy the affected vehicles will be published on Nova Bus web site <https://us.novabus.com/customer-portal/>. The vehicles can be remedied starting from November 6<sup>th</sup> 2024. The remedy, validate and update the vehicle control unit software, should take approximately 20 minutes to complete. The necessary replacement parts will be available via the Nova Bus Parts distribution network. Nova Bus (US) Inc. will covered the parts and labour costs of the repair according to the warranty claim policies in effect. Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days. If you no longer own this vehicle, or it has been removed from operation permanently, please inform the undersigned.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this Safety-Related Defect. Please submit copies of all documentation supporting your claim according to the requirements specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this notification in Appendix B.

After contacting your customer support manager, if you are still not able to have the Safety-Related Defect remedied without charge and within reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> .

Safety is important to us, and we apologize for any inconvenience this situation may cause. Thank you for your attention to this important matter and we look forward to remedy your vehicle. If you have any questions regarding this Safety-Related Defect notification, please contact your customer support manager.



Sincerely,

Daniel Theriault  
Director, Field Service

**APPENDIX A**

<b>Make</b>	<b>Model</b>	<b>Model Year</b>	<b>Road #.</b>	<b>VIN</b>
Nova Bus				
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**APPENDIX B**

**General Plan for Reimbursement of Pre-Notification Remedies**

When a Nova Bus vehicle is affected by a Safety Recall and the owner/purchaser (claimant) has the Safety-Related Defect or Noncompliance remedied at their own expense prior to receiving the manufacturer notification, Nova Bus (US) Inc. will reimburse the owner/purchaser for the reasonable amount paid (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the Safety-Related Defect Noncompliance as described in the notification. To qualify, repairs must have been completed no earlier than one year prior to the release of the Safety Recall (notification to NHTSA) and no later than 10 days after the last mailing of the owner notification letters.

All claims must be accompanied by accurate and complete documentation (the invoice/receipt must provide the VIN, date of repair, total amount paid and include a breakdown of the parts, labor, and other costs. Specific costs associated with this notification must be highlighted or circled on the invoice).

The following information is required for your claim to be processed. Please print legibly.

**Date:** \_\_\_\_\_ **Recall #:** \_\_\_\_\_ **17 digits VIN:** \_\_\_\_\_

**Owner's Name:** \_\_\_\_\_ **Own / Lease** (*circle one*)

**Address:** \_\_\_\_\_ **Date of Repair:** \_\_\_\_\_

**City, State, Zip:** \_\_\_\_\_ **Amount Requested:** \_\_\_\_\_

**Phone#:** \_\_\_\_\_ **Email:** \_\_\_\_\_

I CERTIFY THAT I PAID FOR REPAIRS THAT REMEDIED THE SAFETY-RELATED DEFECT OR NONCOMPLIANCE AS DESCRIBED IN THE OWNER NOTIFICATION LETTER PRIOR TO BEING NOTIFIED. I ALSO CERTIFY THAT I HAVE PROVIDED CLEAR DOCUMENTATION OF THESE REPAIRS AND THAT ALL INFORMATION PROVIDED IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

**Claimant**

\_\_\_\_\_  
Authorized signature and date

**Contact Information**

Submit your claim together with copies of all supporting documentation to:

Nova Bus Warranty, TMAC  
850, chemin Olivier  
Saint-Nicolas (QC) G7A 2N1  
Canada  
Email: [adm.novabus.warranty@volvo.com](mailto:adm.novabus.warranty@volvo.com)

Allow 60 days for processing and decision. Nova Bus (US) Inc. is not responsible for claims submitted to the wrong address.

This process is not intended to handle incident, accident or property damage claims. Claims of that nature must be directed to our legal department at 1000 Industriel Boulevard, Saint-Eustache, QC, Canada J7R 5A5.