



INTERIM NOTICE
IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN APPENDIX A
NHTSA RECALL NO. 24V648

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

October 28th, 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 certain Nova Bus models LFS and LFS Artic and Model Years 2023 to 2024 manufactured from November 2023 to August 2024 equipped with the Actia instrument cluster fail to conform to Federal Motor Vehicle Safety Standard No. 101; Controls and displays.

The affected vehicles may have been manufactured with a defective firmware in the speedometer and instrument cluster. The defective firmware could cause the speedometer to stop displaying vehicle speed and wrongful or missing warning telltale lamp activations. In some cases, it could also lead to a loss of motive power. A loss of speed indication and loss of motive power could lead to a crash. Additionally, telltales failing to display a warning signal is a FMVSS101 regulatory non-compliance.

The service document 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/>. However, the corrective measure is not yet finalized. We will notify you again when the remedy is ready. 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.

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 Noncompliance notification, please contact your customer support manager.

Sincerely,

Daniel Theriault
Director, Field Service

260 Banker road, Plattsburgh, NY, USA 12901 | Tel: 1 800 350-6682 | Fax: 450 974-3001 | us.novabus.com

APPENDIX A

Make	Model	Model Year	Road #.	VIN
Nova Bus				
Nova Bus				
Nova Bus				
Nova Bus				
Nova Bus				
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Nova Bus				