



INTERIM NOTICE
IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN APPENDIX A
NHTSA RECALL NO. 24V657

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

October 31st, 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 models LFS and LFS Artic and Model Years 2019 to 2024 manufactured from June 2019 to June 2024 equipped with a Valeo auxiliary heater.

The affected 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. 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.

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 Safety-Related Defect notification, please contact your customer support manager.

Sincerely,

Daniel Theriault
Director, Field Service

APPENDIX A

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