



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V101

Manufacturer Name: Nova Bus (US) Inc.

Submission Date: Sep 12, 2025

NHTSA Recall No.: 25V101

Manufacturer Recall No.: CR5691

Manufacturer Information

Population

Manufacturer Name: Nova Bus (US) Inc.

Address: 260 Banker Road
PLATTSBURGH NY, 12901

Total number of potentially involved: 0

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2006-2007 Nova Bus LFS

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Sep 21, 2006 - Jun 20, 2007

Number of potentially involved:

Descriptive Information:

The recall population is defined by vehicles built from 2006-09-21 through 2007-06-20, with a configuration of 40 seats or more manufactured with an incorrect amount of emergency exits to meet the requirements of FMVSS 217 S5.2.2.1. While exceeding the unobstructed opening surface required, the impacted vehicle do not provide at least 40% of the required area on each side of the bus.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Vehicles with 40 seats or more may have been built with an incorrect amount of emergency exits to meet the requirements of FMVSS 217 S5.2.2.1. While exceeding the unobstructed opening surface required, the impacted vehicle do not provide at least 40% of the required area on each side of the bus.

FMVSS1: 217 - Bus emergency exits and window retention and release

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

During an emergency, a non-compliance to FMVSS 217 S5.2.2.1 may increase the time required to exit the bus, therefore increasing the risk of injury.

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Description of the cause:

Incorrect amount of emergency exits included in vehicle design.

Identification of any warning that can occur:

There is no warning prior to occurrence.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Arow Global

Address: 924 North Park View Circle
Mosinee WI, 54455

Country: United States

Involved Components

Component Name 1: Window

Component Description: WDO L SLDR 44% TEMP GREY PO

Component Part Number:

Chronology

October 29th, 2024 : Customer Project Manager files a client request to replaced fixed windows by openable windows on buses in service for ventilation purposes. November 12th, 2024 : Engineering evaluates the request. November 21st, 2024: Nova Bus engineering notices a potential non-compliance to FVMSS 217 with client bus configuration and informs the safety office. November 29th, 2024: Nova Bus opens a formal potential safety related issue investigation. December, 2024 : During the investigation, the safety office team notices a potential non-compliance affecting more vehicles than those of the specific customer. Similar configurations are screened through to identify other potential affected vehicles. January 16th, 2025: Product Safety Evaluation Committee evaluates the information and decides to raise to Product Safety Committee. January 21st, 2025: Product Safety Committee requests additional information and clarifications. February 11th, 2025 : Product Safety Committee determination of a non-compliance to FMVSS 217. February 17th, 2025: Nova Bus files 573 with NHTSA that a voluntary recall will be released to address the non-compliance. There have been no accidents or injuries related to this defect. There have been no warranty claims related to this defect.

Related NHTSA Recall Number:

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Description of Remedy

Remedy Type: Replace

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Remedy program is to replace regular windows by emergency exits windows to provide at least 40% of the required emergency exit area on each side of the bus as per FMVSS 217 S5.2.2.1. 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 be a window with the emergency exits features. Part numbers will differ for each client.

Identify how/when recall condition was corrected in production:

No vehicles after 06/20/2007 were found to have this non-compliance.

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

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 December 19, 2025.

Planned Dealer Notification Date: No Dealers

Planned Interim Owner Notification Date: Apr 18, 2025 - Apr 18, 2025 No Owners

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Planned Remedy Owner Notification Date: Dec 19, 2025 - Dec 19, 2025 Phased Recall

Date when VIN will be searchable: Dec 19, 2025