



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V553

Manufacturer Name: Nova Bus (US) Inc.

Submission Date: Sep 23, 2025

NHTSA Recall No.: 25V553

Manufacturer Recall No.: CR5752

Manufacturer Information

Population

Manufacturer Name: Nova Bus (US) Inc.

Address: 260 Banker Road
PLATTSBURGH NY, 12901

Total number of potentially involved: 24

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2013-2013 NOVA BUS LFS

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Transit Bus

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Feb 14, 2013 - Aug 20, 2013

Number of potentially involved: 24

Descriptive Information:

The recall population is defined by vehicles built from 02/14/2013 through 08/20/2013 included on the previous recall campaign 18V117.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The subject vehicles were included in the recall campaign 18V117. During the campaign, the coolant hoses routed through the HVAC roof unit may have been reinstalled instead of replaced as required.

FMVSS1:

FMVSS2:

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

This may increase the risk of a coolant hose failing and potentially leaking hot coolant in the passenger area. A hot coolant leak in the passenger area may increase the risk of injury to the passengers and driver.

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Description of the cause:

Defective coolant hoses reinstalled instead of replaced as required in recall 18V117 remedy procedure.

Identification of any warning that can occur:

There is no warning prior to occurrence.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: CONNECTALL LTEE

Address: 1955 Blvd. Dagenais O.
Laval, QC, Canada Foreign States

Country: Canada

Involved Components

Component Name 1: Coolant hose

Component Description: Coolant hose

Component Part Number: N95060-87

Component Name 2: Coolant hose

Component Description: Coolant hose

Component Part Number: N95060-88

Chronology

December 4, 2023: Nova Bus opens a reliability investigation following an incident in service

January 18, 2024: The issue was raised to the safety forum as a potential risk for evaluation

March 8, 2024: A second similar incident is reported to Nova Bus

March 12, 2024: Nova Bus receives the external laboratory report regarding first incident

August 1, 2024: Nova Bus receives the external laboratory report regarding second incident

August 15, 2024: Nova Bus starts part traceability activities

September 5, 2024: Product Safety Evaluation Committee reviews case information and agrees to survey vehicles

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September 6, 2024: Nova Bus launches a vehicle survey to evaluate the extent of buses incorrectly remedied

May 14, 2025: Vehicle survey is completed and results are compiled

August 13, 2025: Product Safety Evaluation Committee evaluates the case and raises I to Product Safety Committee

August 19, 2025: Product Safety Committee determination of product defect

August 26, 2025: Nova Bus files 573 with NHTSA that a voluntary recall will be released to address the safety-related defect

There have been 2 incidents that lead to alleged injuries in Canada related to this issue.

Related NHTSA Recall Number: 18V117

Description of Remedy

Remedy Type: Inspect, Repair

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Owners will be notified. Vehicles will be recalled. Remedy program will be to inspect and replace the defective hoses at the roof unit. 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 a manufacturing date of 2019 or newer indelibly printed on the coolant hoses PN# N95060-87 & N95060-88.

Identify how/when recall condition was corrected in production:

An Internal Campaign was launched to correct vehicles in production December 2017.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

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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 October 25, 2025

Planned Dealer Notification Date: No Dealers

Planned Interim Owner Notification Date: No Owners

Planned Remedy Owner Notification Date: Oct 25, 2025 - Oct 25, 2025 Phased Recall

Date when VIN will be searchable: Oct 25, 2025