NOVA BUS

SECOND

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN APPENDIX A
NHTSA RECALL NO. 25V553

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

April 27th, 2026

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 Vehicle 2013 LFS, vehicles manufactured from 2013-02-14 to 2013-08-20 equipped with coolant hoses routed through the roof unit.

SAFETY DEFECT AND RISK

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. 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 drivers.

CORRECTIVE MEASURE

The service documents CR5752 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 10/24/2025. The remedy program will be to inspect and replace ,if needed, 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. It should take approximately 1h30 to 4h30 to complete. The necessary replacement parts will be available via the Nova Bus Parts distribution network. Nova Bus (US) Inc. will cover the parts and labor 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.

REIMBURSEMENT OF PRE-NOTIFICATION REMEDIES

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.

COMPLAINTS

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: 1-888-275-9171); 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 remedying your vehicle. If you have any questions regarding this Safety-Related Defect notification, please contact your customer support manager.

Sincerely,

Nova Bus Service Team

APPENDIX A

Make	Model	Model Year	VIN
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			
Nova Bus			

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

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.

Nova Bus will consider all claims, but may deny all or part of the claim for any of the following reasons:

- Fraudulent claim or Vehicle not part of the recall.
- Incomplete application or support documentation.
- The repair did not address the issue or non-compliance that led to the recall, or the repair was not of the same type (repair, replacement) as the recall remedy.
- The repair was completed outside the eligible dates set forth in the Notice of Vehicle Recall.