



**INTERIM NOTICE**  
**IMPORTANT SAFETY RECALL**

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN APPENDIX A  
NHTSA RECALL NO. 25V101

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

April 11<sup>th</sup>, 2025

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 model LFS and Model Years 2006 to 2007 manufactured from September 2006 to June 2007 equipped with a configuration of 40 seats or more with an incorrect amount of emergency exit fail to conform to Federal Motor Vehicle Safety Standard No. 217; Bus emergency exits and window retention and release.

The affected vehicles may have been manufactured with an incorrect amount of emergency exits to meet the requirements of FMVSS 217. 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. During an emergency, a non-compliance to FMVSS 217 may increase the time required to exit the bus, therefore increasing the risk of injury.

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: 1-888-275-9171); 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 remedy your vehicle. If you have any questions regarding this Non-compliance notification, please contact your customer support manager.

Sincerely,

Daniel Theriault  
Director, Field Service

**APPENDIX A**

<b>Make</b>	<b>Model</b>	<b>Model Year</b>	<b>Road #.</b>	<b>VIN</b>
Nova Bus				
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