



## Interim Notice IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN APPENDIX A  
NHTSA RECALL NO. 25V696

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

12/05/2025

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 LFS 2019 to 2020 vehicles manufactured from 30/04/2019 to 23/06/2020 equipped with a glass panel that fail to conform to Federal Motor Vehicle Safety Standard No 205 – “Glazing Materials.”

### SAFETY DEFECT AND RISK

The subject vehicles have been manufactured with a glass panel lacking the glass marking required by the FMVSS205 compliance requirements. A missing FMVSS 205 marking may result in the window being replaced with an incorrect type of glass, reducing visibility and increasing the risk of a crash.

### CORRECTIVE MEASURE

The service document CR5805 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. 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.

### 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 Noncompliance notification, please contact your customer support manager.

Sincerely,

Nova Bus Service Team

**APPENDIX A**

<b>Make</b>	<b>Model</b>	<b>Model Year</b>	<b>VIN</b>
Nova Bus			
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