



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

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN APPENDIX A  
NHTSA RECALL NO. 25V822

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

January 23<sup>rd</sup>, 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 certain Nova Bus model LFS and Model Years 2021 and 2025 manufactured from 02/08/2021 to 10/07/2021 and from 02/13/2025 to 02/14/2025 equipped with an Ametek SLP pump.

**SAFETY DEFECT AND RISK**

The affected vehicles have been manufactured with an Ametek SLP pump for which the impeller may slip on the shaft causing a loss of pumping capability and may lead to various issue of the Electrical Cooling Package and the Mechanical Cooling Package. A loose impeller-shaft fitting could cause a loss of pumping capability and an increase of coolant temperatures. The Electrical Cooling Package and Mechanical Cooling Package pump failures may lead to a loss of motive power. A loss of motive power may increase the risk of a crash. There are no precautions you can take other than having your vehicle repaired.

**CORRECTIVE MEASURE**

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.

**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 remedy 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**

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