



June 9, 2025

Subject: Recall Notification – CR5687E (Akasol Gen 3 Batteries)
Status: Vehicles Not Under "Do Not Drive" Notice

Dear Customer,

We are writing to provide you with important information regarding Recall CR5687E, which pertains to the Akasol Gen 3 battery systems installed in select Nova Bus vehicles.

Following a thorough risk analysis conducted by Nova Bus engineering and safety teams, we have determined that while this issue requires corrective action through a recall, it does not constitute an immediate safety risk that would necessitate a "Do Not Drive" designation. As a result, affected vehicles may continue to operate until the required modifications or replacements are completed.

Please be assured that we are taking all necessary steps to address this matter efficiently and with the utmost attention to safety. Nova Bus is actively organizing the implementation of corrective measures and will communicate with you shortly to schedule service actions at your convenience.

If you have any questions or require assistance with planning the recall process, our Customer Support Team is available to help you.

We appreciate your attention to this matter and thank you for your continued partnership with Nova Bus.

Sincerely,

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