



July 11th, 2025
Safety defect on an Akasol Battery

Dear customer,

Nova Bus has determined on February 3rd, 2025, that a safety related defect was present on a certain number of Akasol/BorgWarner battery packs (recall 25V184).

The suspect batteries could have incorrectly torqued hardware that may become loose and fall inside the battery pack. This loose hardware could create short circuits inside the battery cells. A short circuit inside the battery cells may lead to a thermal event and a fire.

On July 10th, 2025, following additional investigation on their side, BorgWarner has informed Nova Bus that battery pack S/N 30004085 should be added to the recall population and presents a higher risk than the rest of the population.

Therefore, Nova Bus is recommending **NOT DRIVE** vehicle LE77-014 (VIN [REDACTED]) and that the vehicle be **PARKED OUTSIDE** and away from structures until the recall remedy is completed.

BorgWarner has been informed that the battery is installed on your vehicle and will take actions to remedy the vehicle as soon as possible.

You will receive an official Owner Notification Letter as per NHTSA's requirements, but due to the importance of this matter, I personally wanted to advise you ahead of time.

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, please contact your customer support manager.

Pierre-Luc Ouimet

Pierre-Luc Ouimet, Eng.
Director, Product safety and compliance – Nova Bus
Volvo Group North America
Product Safety & Certification North America

pierre-luc.ouimet@volvo.com

1000, boulevard Industriel
Saint-Eustache QC J7R 5A5
Canada

+1 450 472-6410
novabus.com