# IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR AFTERMARKET EQUIPMENT

SEE PARTS PURCHASED IN APPENDIX B

NHTSA RECALL NO. 26E062

NOVA BUS EQUIPMENT RECALL NO. ER5937

Mr. Customer

October 30th, 2026

Urban transit
1000 Industriel Blvd
Saint-Eustache (Quebec) L4B 4N7

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 replacement **Casco AC Fluid Level Sensors** sold in aftermarket through Nova Bus Parts, and Nova Bus/Prevost service centers between 2025-07-24 to 2026-08-31 used as critical low coolant warning for the power unit. These suspect Casco AC fluid level sensors are related to NHTSA vehicle recall 26V573.

You are receiving this notice because our records indicate that you may have purchased one or several suspect replacement Casco AC fluid level sensors from Nova Bus Parts, or Nova Bus/Prevost service centers.

**Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.**

## DEFECT DESCRIPTION

Defective coolant sensors used to measure the "critically low" level of engine coolant may have been sold as aftermarket parts through Nova Bus Parts, and Nova Bus/Prevost service centers.

## SAFETY RISK

A defective sensor could send a false signal to the engine that the coolant level is critically low, which would lead to an engine shutdown. An unexpected loss of motive power increases the risk of a crash.

## REMEDY PROGRAM

Nova Bus will reimburse you, **only after disposing of all suspect parts (see section "What You Should Do" for more details),** for non-installed and installed Casco AC fluid level sensors up to the quantity bought through this timeline listed in Appendix B of this notice. These Casco AC fluid level sensors can be reimbursed starting from October 30th, 2026.

## WHAT YOU SHOULD DO

You should use the necessary information to determine the disposition of the suspect equipment purchased (e.g is the part in your parts inventory or was installed on one of your vehicles). Suspect Casco AC fluid level sensors bought between 2025-07-24 to 2026-08-31 may be defective and must be removed from your inventory or vehicles. The Appendix C contains the inspection procedure to identify the defective Casco AC fluid level sensos. **Every defective Casco AC fluid level sensor must then be disposed according to applicable environmental regulations prior to completion of the parts warranty claim. You must fill the mandatory certificate of disposal/destruction in Appendix D and attach this form in your warranty claim. Do not return the defective equipment to Nova Bus Parts.** If you no

longer own the subject equipment, or it has been removed from operation permanently, please inform the undersigned.

## PARTS CLAIM

Nova bus will reimburse the defective Casco AC fluid level sensors disposed/destroyed up to the quantity bought through this timeline listed in Appendix B of this notice. Nova Bus (US) Inc. will cover the parts costs according to the warranty claim policies in effect. Use the equipment recall number **ER5937** in the name box of your claim, to proceed with the warranty claim. Please enter the following serial number associated with this equipment recall: **ER5937XXXXXXXXXX (17 Characters needed)**. Submit your claim together with copies of all supporting documentation in the attachment section to: https://novabus.com/en/customers-portal/.

## ASSISTANCE

If you need assistance, please contact your nearest Nova Bus/Prevost Service Center. You will find the Nova Bus Parts & Service Centers locations at this address:

https://us.novabus.com/parts_and_service/

Or contact Nova Bus Warranty by email at **novabuswarrantysupport@volvo.com** or by phone at 1-800-771-6682 (CA) or 1-877-999-8808 (US).

## COMPLAINTS

After contacting your Nova Bus Service Center, 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 https://www.nhtsa.gov/.

We regret any inconvenience this may cause to your operations but hope you will appreciate our sincere efforts to demonstrate Nova Bus commitment to providing our customers with the best possible product.

Sincerely,

Nova Bus Service Team

NOVA BUS

# APPENDIX A
# SUSPECT PARTS SOLD IN AFTERMARKET

| Nova Bus Part Number | Part Description |
|---|---|
| N108036 | SENSOR, LOW COOLANT WARNING |

# APPENDIX B
# CLIENT PURCHASED PARTS FROM NOVA BUS

| Nova Bus Part Number | Description | QTY |
|---|---|---|
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# APPENDIX C

## HOW TO IDENTIFY A SUSPECT CASCO AC FLUID LEVEL SENSOR




*Figure 1 – Visual Identification of Suspect Casco AC Fluid Level Sensor*

Every Casco AC fluid level sensor bought between 2025-07-24 to 2026-08-31 needs to be removed from your inventory or vehicle as they may be defective. You need to dispose of the potentially defective Casco AC Fluid Level Sensors according to your local environmental regulations and fill the "Certificate Of Disposal/ Destruction" in appendix D.

# APPENDIX D

## CERTIFICATE OF DISPOSAL/ DESTRUCTION FOR RECALL ER5937

I HEREBY CERTIFY THAT PART(S) HAS BEEN DISPOSED OF IN ACCORDANCE WITH THE INSTRUCTIONS PROVIDED IN RECALL # ER5937 AND CAN NO LONGER BE USED ON A MOTOR VEHICLE.

Part#: _____

Part Qty: _____

Company Name: _____

Name: _____

Address: _____

City, Province, Zip: _____

Phone#: _____

Email: _____

**Claimant**

_____ _____

Authorized signature Date

**NOTE:**

**This form needs to be attached with your warranty claims.**
**If you need assistance with creating a claim, please contact warranty at this email address novabuswarrantysupport@volvo.com**