IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN APPENDIX A
NHTSA RECALL NO. 26V573

Mr. Customer
Urban Transit
1000 Industriel Blvd
Saint-Eustache (Quebec) L4B 4N7

October 30th, 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 2022 to 2024 manufactured from October 2022 to October 2024 as well as certain model LFS Artic and model year 2022 to 2023 manufactured from October 2023 to June 2024 that are equipped with a Casco Coolant Sensor.

SAFETY DEFECT AND RISK

The subject vehicles may have been manufactured with a defective coolant sensor used to detect the "critical low" level of coolant. **This recall supersedes 24V-873**. 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.

CORRECTIVE MEASURE

The service document CR5950 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/. The vehicles can be remedied starting from October 28th 2026. The remedy, inspect the sensor and replace it with a new sensor, should take approximately 60 minutes to complete. **Vehicles repaired under the previous recall will need the new repair completed.** The necessary replacement parts will be available via the Nova Bus Parts distribution network. 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.** If you no longer own this vehicle, or it has been removed from operation permanently, please inform the undersigned.

REIMBURSEMENT OF PRE-NOTIFICATION REMEDIES

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this Safety-Related Defect. Please submit copies of all documentation supporting your claim according to the requirements specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this notification in Appendix B.

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 https://www.nhtsa.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

NOVA BUS

APPENDIX A

Make	Model	Model Year	VIN
Nova Bus			
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APPENDIX B

General Plan for Reimbursement of Pre-Notification Remedies

When a Nova Bus vehicle is affected by a Safety Recall and the owner/purchaser (claimant) has the Safety-Related Defect or Noncompliance remedied at their own expense prior to receiving the manufacturer notification, Nova Bus (US) Inc. will reimburse the owner/purchaser for the reasonable amount paid (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the Safety-Related Defect Noncompliance as described in the notification. To qualify, repairs must have been completed no earlier than one year prior to the release of the Safety Recall (notification to NHTSA) and no later than 10 days after the last mailing of the owner notification letters.

All claims must be accompanied by accurate and complete documentation (the invoice/receipt must provide the VIN, date of repair, total amount paid and include a breakdown of the parts, labor, and other costs. Specific costs associated with this notification must be highlighted or circled on the invoice).

The following information is required for your claim to be processed. Please print legibly.

Date: _____ **Recall #:** _____ **17 digits VIN:** _____

Owner's Name: _____ **Own / Lease** *(circle one)*

Address: _____ **Date of Repair:** _____

City, State, Zip: _____ **Amount Requested:** _____

Phone#: _____ **Email:** _____

I CERTIFY THAT I PAID FOR REPAIRS THAT REMEDIED THE SAFETY-RELATED DEFECT OR NONCOMPLIANCE AS DESCRIBED IN THE OWNER NOTIFICATION LETTER PRIOR TO BEING NOTIFIED. I ALSO CERTIFY THAT I HAVE PROVIDED CLEAR DOCUMENTATION OF THESE REPAIRS AND THAT ALL INFORMATION PROVIDED IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

Claimant

_____ _____

Authorized signature and date

Contact Information
Submit your claim together with copies of all supporting documentation to: https://novabus.com/en/customers-portal/

Allow 60 days for processing and decision. Nova Bus (US) Inc. is not responsible for claims submitted to the wrong address.

This process is not intended to handle incidents, accidents, or property damage claims. Claims of that nature must be directed to our legal department at 1000 Industriel Boulevard, Saint-Eustache, QC, Canada J7R 5A5.

Nova Bus will consider all claims, but may deny all or part of the claim for any of the following reasons:

- Fraudulent claim or Vehicle not part of the recall.
- Incomplete application or support documentation.
- The repair did not address the issue or non-compliance that led to the recall, or the repair was not of the same type (repair, replacement) as the recall remedy.
- The repair was completed outside the eligible dates set forth in the Notice of Vehicle Recall.