



IMPORTANT SAFETY RECALL (#18V-117)

THIS NOTICE APPLIES TO YOUR VEHICLE(S) – SEE VIN(S) IN ANNEX

March 02, 2018

This Defect Notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Nova Bus has decided that a defect which relates to motor vehicle safety exists in certain Nova LFS vehicles equipped with PEX connector.

On certain vehicles, PEX connectors in the passenger compartment heating system may be exposed to oil, which may enter the coolant stream if the transmission oil cooler were to fail. If this occurs, the PEX connectors could degrade over time, which may potentially result in a leak. Leaking coolant could come into contact with passengers, resulting in burn injuries. The probability of burns is significantly reduced in this case as the coolant cannot spray directly on the passenger as a panel is in place; however, the panel has holes along the bottom that will allow coolant to enter the passenger compartment just inside of the side windows.

Vehicles targeted by this notification can be identified by their vehicle identification number (VIN). A list of the targeted VINs is annexed at the end of this document.

For vehicles targeted by this recall, Nova Bus proposes to replace the PEX fitting with a brass fitting. Nova Bus will release documents CR4226E explaining the repair procedure. This document is available to you on our web site at <http://www.novabus.com/on-line-services.html>. The necessary replacement parts are available via the Prevost Parts distribution network. Nova Bus will assume the entire cost of the parts, and the cost of labor will be reimbursed. The repairs should take approximately 11.5 hours. If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing under the heading "Annex A".

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you have any questions regarding the requirements of this campaign, please contact your local Nova Bus aftermarket customer service representative.

After contacting your service representative, if you are still not able to have the safety defect remedied without charge and within reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, call 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Sincerely,

Guy French
Vice President, Aftermarket Customer Care

ANNEX A

General Plan for Reimbursement of Pre-Notification Remedies

When a Nova Bus vehicle is affected by a safety recall campaign and the owner (claimant) has the problem corrected at their own expense prior to receiving notification of the recall, Nova Bus will reimburse the claimant for the reasonable amount paid for repairs (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the defect as stated in the safety recall notification. **To qualify, repairs must have been completed no earlier than one year prior to the release of the recall (notification to the government) and no later than 10 days after the last mailing of the initial customer notification letter pertaining to the recall.** The following information is required for your claim to be processed. Please print legibly.

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

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

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

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

Phone #: _____ **Email:** _____

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

I CERTIFY THAT I PAID FOR REPAIRS THAT CORRECTED THE SAFETY DEFECT AS STATED IN THE RECALL 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

Witnessed by (required)

Authorized Signature and Date

Notary Signature and Date

Affix Notary Stamp

Contact Information

Submit copies of all documentation supporting your claim to:

Nova Bus Warranty, TMAC
850, chemin Olivier
Saint-Nicolas (QC) G7A 2N1
Canada
Email: adm.novabus.warranty@volvo.com

Allow 60 days for processing. Nova Bus is not responsible for claims submitted to the wrong address.

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

- Fraudulent claim or vehicle not part of recall
- Incomplete application or support documentation
- The repair did not address the safety defect or non-compliance that led to the recall, or the repair was not of the same type (repair, replacement) as the recall remedy.

This process is NOT intended to handle accident or property damage claims. Claims of that nature MUST be directed to our legal department at 35, Gagnon Blvd, Sainte-Claire (QC), Canada, G0R 2V0.