



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 23, 2019

Mr. Tim LaFon  
Nova Bus  
1000 Industriel Blvd.  
Saint-Eustache J7R 5A5

NEF-150MR  
19V-511

**Subject:** Improperly Tightened Cantilever Seats

Dear Mr. LaFon:

This letter serves to acknowledge Nova Bus's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

NOVA BUS/LFS/2014-2017  
NOVA BUS/LFS ARTIC/2014-2017

**Mfr's Report Date:** July 2, 2019

**NHTSA Campaign Number:** 19V-511

**Components:**

SEATS

**Potential Number of Units Affected:** 421

**Problem Description:**

Nova Bus (Nova) is recalling certain 2014-2017 LFS and LFS Artic buses equipped with USSC cantilever seats. The hardware used to attach the cantilever seats to the side rail may have been improperly tightened. As a result, the cantilever seat may drop to the floor.

**Consequence:**

If the cantilever seat drops while it is occupied, there is an increased risk of an injury.

**Remedy:**

Nova will notify owners, and dealers will inspect and replace the seat rails and hardware, as necessary, free of charge. The recall is expected to begin August 30, 2019. Owners may contact Nova customer service at 1-800-350-6682. Nova's number for this recall is CR4663.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

- Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate. (49 CFR 573.6 (c)(8)(ii)). If there are no dealers that need to be notified, please state that in the "Description of Recall Schedule" section.

- Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components that need to be replaced to remedy this recall condition. This information should be provided in an amended 573 in the "Describe what distinguishes the remedy component from the recalled component" section.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement