



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 23, 2020

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

NEF-150MR
20V-354

Subject: Rear Passenger Door May not Re-open if Obstructed

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/2016-2019

Mfr's Report Date: June 15, 2020

NHTSA Campaign Number: 20V-354

Components:

ELECTRICAL SYSTEM: SOFTWARE

STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS

Potential Number of Units Affected: 55

Problem Description:

Nova Bus (Nova) is recalling certain 2016-2019 LFS buses. The safety mechanism that automatically re-opens the pneumatic rear passenger door in case of an obstruction may be inactive under certain conditions, allowing the doors to continue to close.

Consequence:

The rear doors may continue to close while an occupant is in the doorway, increasing the risk of an injury.

Remedy:

Nova will notify owners and will update the software for the safety mechanism, free of charge. This recall is expected to begin June 30, 2020. Owners may contact Nova customer service at 1-800-350-6682.

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.

Please ensure the following requirements are met:

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. 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. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). 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.

AMENDED 573 REQUIRED.

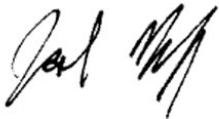
Please be reminded of the following requirements:

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).

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