



Nova Bus, a division Prevost Car (US) Inc.

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN ANNEX A



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 Bus LFS and LFS Artic Model Year 2016 manufactured from March 14th 2016 to July 18th 2016 and equipped with an H 40/50 EP Drive Units.

Nova Bus have voluntary filed the vehicle recall 20V457 and will issue a recall campaign service document CR4943 to address this situation.

Following the equipment recall 20E049 received from Allison Transmission Inc, certain affected vehicles may have a pressure switch assembly that may fracture. In addition, on some units, machining debris may contaminate the valve body internal passages affecting valve operation. Either condition may result in a failure of the pressure switch in either an open or a close state, triggering a diagnostic trouble code. In some circumstances, switch failures in the closed position can potentially disable propulsion at any time during a drive cycle without the ability to regain propulsion, presenting an increased risk of a vehicle accident and/or risk related to offloading passengers in the roadway.

Nova Bus will release a service document explaining the remedy program. This document will be 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 parts and labour costs according to the warranty claim policies in effect. The vehicle can be remedied starting from August 14th 2020 (according to Allison Transmission Inc. kit availability). The repairs should take approximately 1.2 to 4 hours to complete.

Any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send a copy of such notice to the lessee. This requirement applies to both initial and follow-up notifications.



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

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this defect. 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 B".

If you have any questions regarding the requirements of this campaign, please contact your customer support manager.

Sincerely,

Guy French
Vice-President General Manager Services