



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

## **IMPORTANT SAFETY RECALL**

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

M. Joe Customer  
Bus transit co  
260, Banker Road  
Plattsburgh, NY, 12901

Saint-Eustache, October 7<sup>th</sup> 2020

This 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 Model Year 2020 manufactured from March 2<sup>nd</sup>, 2020 to September 11, 2020 with a certain power steering pipes configuration from a specific supplier.

Nova Bus have voluntary filed the vehicle recall 20V568 and will issue a recall campaign service document CR4963E to address this situation.

Certain power steering pipes from the rear engine bay to the front gear box may separate at the connection joint on the affected vehicles. This may cause a power steering assist lost and power steering fluid spillage from the ceiling in the passenger compartment. Under certain conditions, this may increase the risk of crash and/or increase the risk of a passenger injury. Nova Bus has not received any report of injury or death associated with this defect. Therefore we consider this as a proactive measure to protect the public from the potential risk associated with this defect.

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 Prevest 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 November 18<sup>th</sup> 2020 (according to Prevest Parts kit availability). The inspection should take approximately 15 minutes and if required, the repairs should take approximately 10 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

**ANNEX A –**

Make - Model - Model Year - Road# - VIN

**ANNEX B -**

**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](mailto: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.**