



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 7, 2021

Mr. Gerard Hones
Nova Bus (US) Inc.
7900 National Service Road
Greensboro, NC 27409

NEF-107MR
21V-929

Subject: Door May Open and Close Unexpectedly

Dear Mr. Hones:

This letter serves to acknowledge Nova Bus (US) Inc.'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/2021

Mfr's Report Date: November 26, 2021

NHTSA Campaign Number: 21V-929

Components:

ELECTRICAL SYSTEM:SOFTWARE

STRUCTURE:BODY:DOOR

Potential Number of Units Affected: 125

Problem Description:

Nova Bus (US) Inc. (Nova) is recalling certain 2021 LFS buses. The vehicle multiplex software may unexpectedly cause the door system electronic control module (ECM) to open and close the rear passenger door when the bus stops.

Consequence:

A passenger may exit the bus in an unsafe location if the rear passenger door opens unexpectedly, increasing the risk of injury. Additionally, the doors may unexpectedly close on an exiting passenger, increasing the risk of injury.

Remedy:

Nova Bus will provide instructions for how to update the vehicle multiplex and door system ECM software, and install a hardware dedicated wire kit, free of charge. Owner notification letters are expected to be mailed December 17, 2021. Owners may contact Nova customer service at 1-800-350-6682. Nova's number for this recall is CR5220/5221/5222.

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.nhtsa.gov.

Please ensure the following requirements are met:

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the vehicle multiplex software. If your company manufactured the component itself, then please state so in 573.

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).

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 eight 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.

Nova Bus (US) Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement