

Part 573 Safety Recall Report

21V-929

Manufacturer Name : Nova Bus (US) Inc.

Submission Date : NOV 26, 2021

NHTSA Recall No. : 21V-929

Manufacturer Recall No. : CR5220/5221/5222



Manufacturer Information :

Manufacturer Name : Nova Bus (US) Inc.

Address : 260 Banker Road
PLATTSBURGH NY 12901

Company phone : 450-472-6410

Population :

Number of potentially involved : 125

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Nova Bus LFS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Certain vehicles equipped with electrically actuated rear passenger exit doors with a Vapor vDEC electronic control module and certain vehicle multiplex software.

Production Dates : DEC 14, 2020 - JUL 02, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Under certain conditions, the rear passenger doors may open and close (full cycle) unexpectedly without a driver request when the bus comes to a stop.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Rear passenger doors opening unexpectedly when the bus comes to a stop may increase the risk of injury or death to passengers that may exit the bus while the vehicle is not in a safe location. 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 safety risk associated with this defect.

Description of the Cause : Under certain conditions, a latched event in the vehicle multiplex software may cause the door system electronic control module to receive an invalid request to open the doors.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : Software

Component Description : Vehicle multiplex software (VBEA)

Component Part Number : FB_NYC4HE_M_02 rev G; FB_NYC4HE_M_03 rev A

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

2021-10-15: Nova Bus receives 2 reports of rear doors opening with no request from the same customer.

2021-10-20: Nova Bus issues a proactive delivery stop for the affected vehicle.

2021-11-04: Nova Bus Product Safety Working Group is informed of the of the Potential Safety-Related Issue.

2021-11-04: Nova Bus Product Safety Working Group confirms this is a Potential Safety-Related Issue and opened the evaluation.

2021-11-04: Nova Bus releases some service documents.

2021-11-12: Nova Bus Product Safety Working Group raises the case to the Nova Bus Product Safety Committee.

2021-11-18: Nova Bus Product Safety Committee determines a Safety-Related defect exists.

2021-11-25: Nova Bus submits a vehicle recall report to NHTSA.

Description of Remedy :

Description of Remedy Program : Nova Bus will provide a service document to perform the remedy. All costs associated with this corrective measure will be covered by Nova Bus. Pre-notification remedies will be addressed using the general reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The vehicle multiplex software was updated, the rear electric doors electronic control module firmware/software was updated and a hardware dedicated wire kit was added for the rear door authorization request.

Identify How/When Recall Condition was Corrected in Production : The vehicle multiplex software was updated, the rear electric doors electronic control module firmware/software was updated and a hardware dedicated wire kit was added for the rear door authorization request starting on 2021-11-23. Off line vehicle were also addressed with an internal campaign.

Recall Schedule :

Description of Recall Schedule : Note Nova Bus does not have a dealer network and the dates entered for the planned dealer notification begin/end date are only to avoid NHTSA Recall Portal error while submitting the recall report.

Planned Dealer Notification Date : DEC 17, 2021 - DEC 17, 2021

Planned Owner Notification Date : DEC 17, 2021 - DEC 17, 2021

* NR - Not Reported