



Nova Bus (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, December 15, 2021

This Notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Nova Bus (US) Inc. has decided that a defect which relates to motor vehicle safety exists in certain Nova Bus LFS 2021 manufactured from December 7th, 2020 to October 6th, 2021 equipped with a Vapor vDEC electronic control module and certain vehicle multiplex software.

Nova Bus (US) Inc. have voluntary filed the vehicle recall 21V929 and will issue a recall campaign service document CR5220E to address this situation.

Certain affected vehicles may 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. 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.

Nova Bus (US) Inc. will release a service document explaining the remedy. 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 (US) Inc. will assume the parts and labour costs according to the warranty claim policies in effect. The vehicle can be remedied starting from December 3th 2021 (according to Prevost Parts kit availability). The repairs should take approximately 20 minutes 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,

Daniel Theriault
Director, Field Service

ANNEX A

Make	Model	Model Year	Road #.	VIN
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ANNEX B**General Plan for Reimbursement of Pre-Notification Remedies**

When a Nova Bus vehicle is affected by a safety recall and the owner/purchaser (claimant) has the safety-related defect or FMVSS regulatory noncompliance remedied at their own expense prior to receiving the manufacturer notification of the safety recall, Nova Bus (US) Inc. will reimburse the owner/purchaser for the reasonable amount paid (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the safety-related defect or FMVSS regulatory noncompliance as described in the safety recall notification. To qualify, repairs must have been completed no earlier than one year prior to the release of the safety 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.

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. Specific costs associated with the recall repair must be highlighted or circled on the invoice).

The following information is required for your claim to be processed. Please print legibly.

Date: _____ **Recall #:** _____ **17 digits VIN:** _____
Owner's Name: _____ **Own / Lease** (*circle one*)
Address: _____ **Date of Repair:** _____
City, State, Zip: _____ **Amount Requested:** _____
Phone#: _____ **Email:** _____

I CERTIFY THAT I PAID FOR REPAIRS THAT REMEDIED THE SAFETY-RELATED DEFECT OR FMVSS REGULATORY NONCOMPLIANCE AS DESCRIBED IN THE OWNER NOTIFICATION 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

Authorized signature and date

Contact Information

Submit your claim together with copies of all supporting documentation to:

Nova Bus Warranty, TMAC
850, chemin Olivier
Saint-Nicolas (QC) G7A 2N1
Canada
Email: adm.novabus.warranty@volvo.com

Allow 60 days for processing and decision. Nova Bus (US) Inc. is not responsible for claims submitted to the wrong address.

This process is not intended to handle incident, accident or property damage claims. Claims of that nature must be directed to our legal department at 1000 Industriel Boulevard, Saint-Eustache, QC, Canada J7R 5A5.