

IMPORTANT SAFETY RECALL

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

June 27th, 2022

USA

This notice is sent to you in accordance with 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 and LFS Artic Model Years 2019 to 2022 manufactured from February 2019 to January 2022 and equipped with a certain radiator fans electrical circuit fuse holder configuration.

Nova Bus (US) Inc. have voluntarily submitted the Vehicle Recall Report to NHTSA that generated the Safety Recall 22V416.

The service document CR5259 explaining the measures to be taken to remedy the affected vehicles will be published on its web site <https://us.novabus.com/customer-portal/>. The vehicle can be remedied starting from September 14th 2022. The remedy should take approximately 45 minutes to complete. The necessary replacement parts will be available via the Nova Bus Parts distribution network. Nova Bus (US) Inc. will assume the parts and labour costs of the repair according to the warranty claim policies in effect.

Under certain conditions, a certain configuration of radiator fans electrical fuse holder may experience excessive corrosion that may lead to an electrical resistive short. Under certain conditions, an electrical resistive short may increase the risk of a vehicle fire. During Pre-trip inspection and schedule preventive maintenance a thermal event in development may be detected by looking at the fuse holder plastic cap for heat damage.

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 but does not apply where the manufacturer has notified a lessor's lessees directly.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this Safety-Related Defect. Please submit copies of all documentation supporting your claim according to the requirements specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this notification in Annex B.

After contacting your customer support manager, if you are still not able to have the Safety-Related Defect remedied without charge and within reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington,



DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> .

If you have any questions regarding this Safety-Related Defect notification, please contact your customer support manager.

Sincerely,

Daniel Theriault
Director, Field Service

IMPORTANTE Notificación DE DEFECTO

ESTA NOTIFICACION SE APLICA A SU VEHICULO– VEA LOS NIV(S) EN EL ANEXO (A)

Junio 17th del 2022

USA

Esta notificación de defecto es enviada a ustedes de acuerdo a lo requerido por el "National Traffic and Motor Vehicle Safety Act".

Nova Bus (US) Inc. ha decidido que un defecto relacionado con la seguridad de un vehículo motorizado está presente en ciertos modelos Nova Bus LFS y LFS Artic del año 2019 al 2022, fabricados de febrero del 2019 a enero del 2022 y equipados con ciertas configuraciones de cajas de fusibles de los ventiladores eléctricos del radiador.

Nova Bus (US) Inc. de manera voluntaria, ha registrado un reporte de campaña de retiro a la NHTSA que ha generado la campaña de retiro 22V416.

El documento de servicio CR5259 que explicará las medidas necesarias para solucionar el problema en los vehículos afectados. Este documento está a su disposición en nuestro portal web <https://us.novabus.com/customer-portal/>. El vehículo podrá ser reparado comenzando en septiembre 14 del 2022. La solución debe tomar 45 minutos aproximadamente. Las piezas de remplazo necesarias están disponibles vía la red de distribución de Nova Bus Parts. Nova Bus (US) Inc. asumirá el costo total de las piezas, incluyendo el trabajo de acuerdo con las políticas de reclamaciones vigentes.

Bajo determinadas circunstancias, ciertas configuraciones de cajas de fusible de los ventiladores eléctricos del radiador pueden presentar corrosión que podría ocasionar un corto eléctrico de tipo resistivo, un corto eléctrico resistivo podría incrementar el riesgo de fuego en el vehículo. Durante la inspección de pre-recorrido y mantenimientos preventivos programados, un evento térmico puede ser detectado inspeccionando la tapa plástica de la caja de fusibles por daños ocasionado por calor

Cualquier arrendador de vehículos que recibe una notificación de determinación de un defecto relacionado con la seguridad o un no cumplimiento de la conformidad pertinente a cualquier vehículo motorizado arrendado tiene que enviar una copia de esta notificación al arrendatario. Este requisito se aplica a la notificación inicial y las notificaciones de seguimiento.

Usted podría ser admisible a un reembolso del costo de una reparación asociada a este defecto hecha antes de la pre-notificación. Someta copias de todos los documentos que apoyan su reclamación de acuerdo a las reglas especificadas en el "plan general de reembolso arreglos de pre-notificación", proporcionado en esta notificación en el Anexo B.

Si después de haber contactado su gerente de servicio al cliente, todavía no tiene el defecto de seguridad resuelto sin costo y en un tiempo razonable, usted puede someter una queja al administrador National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; o



llamar gratuitamente a la línea de teléfono de seguridad de denuncias(hotline) 1-888-327-4236 (TTY: 1-800-424-9153), o ir a <http://www.safercar.gov> .

Si usted tiene cualquier pregunta en relación con los requerimientos de esta campaña, sírvase contactar a su gerente de servicio al cliente.

Cordialmente,

Daniel Theriault
Director, Field Service

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 Noncompliance remedied at their own expense prior to receiving the manufacturer notification, 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 Noncompliance as described in the notification. To qualify, repairs must have been completed no earlier than one year prior to the release of the Safety Recall (notification to NHTSA) and no later than 10 days after the last mailing of the owner notification letters.

All claims must be accompanied by accurate and complete documentation (the invoice/receipt must provide the VIN, date of repair, total amount paid and include a breakdown of the parts, labor, and other costs. Specific costs associated with this notification 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 REMEDIATED THE SAFETY-RELATED DEFECT OR 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.