

# Part 573 Safety Recall Report

# 23V-714

**Manufacturer Name :** Nova Bus (US) Inc.

**Submission Date :** OCT 31, 2023

**NHTSA Recall No. :** 23V-714

**Manufacturer Recall No. :** CR5500



## 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 :** 514

**Estimated percentage with defect :** 2 %

## Vehicle Information :

**Vehicle 1 :** 2015-2019 Nova LFS / LFS Artic

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** The recall population is vehicles built from July 8, 2015 through August 22, 2019 that had the field action FT4997 completed during the timeframe that an inspection step was missing from the instructions.

**Production Dates :** JUL 08, 2015 - SEP 22, 2019

**VIN Range 1 : Begin :** 4RKYL82JXF4501017 **End :** 4RKYL82J4K9777240

Not sequential

## Description of Defect :

**Description of the Defect :** The seat attachment points may fail due to improper installation.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** In the event that the seat attachment points were not correctly installed, the seat may detach from the frame which may increase the risk of injury to passengers. In addition to the Safety Recall, Nova Bus is determined a Do Not Drive Warning for this defect until the vehicles are remedied.

**Description of the Cause :** The seat attachment points may fail due to improper installation.

**Identification of Any Warning that can Occur :** There is no warning prior to occurrence.

## Involved Components :

Component Name 1 : Seat set

Component Description : ASM 33 Passenger

Component Part Number : N70692

## Supplier Identification :

### Component Manufacturer

Name : Nova Bus

Address : 1000 boulevard Industriel

Quebec Foreign States J7R 5A5

Country : Canada

## Chronology :

September 12, 2022: Nova Bus informed of an incident in United States that caused a personal injury.

October 10, 2022, Nova Bus opens a formal investigation.

Findings: The anchor points beneath the rear wheel well seat may not be aligned properly in the track because the instruction steps were missing in previous field documentation.

January 10, 2023: Field Action with additional inspection step initiated for buses that had been previously worked.

September 13, 2023: Concern raised by NHTSA as to the potential consequences of seat detachment.

October 5, 2023: PSEC decision to raise to PSC.

October 19, 2023: PSC determination of product defect and determines a Do Not Drive Warning.

October 19, 2023: Nova Bus proactive communication to the impacted customer.

October 20, 2023: Nova Bus sends a proactive communication to NHTSA.

October 21, 2023: In an abundance of caution, inspection of customer's entire fleet initiated. Additional 315 buses inspected, total - 829.

October 25, 2023: Nova Bus files 573 with NHTSA that a voluntary recall will be released to address the safety-related defect.

October 31, 2023: Nova Bus update the DIR Chronology, Describe of the Safety Risk updated and Manufacturer Comments to NHTSA Staff added.

## Description of Remedy :

Description of Remedy Program :	Remedy program will be to perform an inspection of the rear wheel well seat. Buses that do not pass the inspection will be put out of service and the seat attachment hardware replaced. All costs associated with this corrective measure will be covered by Nova Bus. Pre-notification remedies will be addressed using the Nova Bus general reimbursement plan on file with NHTSA.
How Remedy Component Differs from Recalled Component :	Remedy Component will have replaced seat attachment hardware correctly installed and inspected. N70692 SEAT SET ASM 33 PASSENGER
Identify How/When Recall Condition was Corrected in Production :	This issue is not present in production. It was caused by in-complete actions in the field during other service work.

## 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. Owner notification will begin on or before November 30, 2023
Planned Dealer Notification Date :	OCT 26, 2023 - OCT 26, 2023
Planned Owner Notification Date :	NOV 30, 2023 - NOV 30, 2023

\* NR - Not Reported