

# 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