

Part 573 Safety Recall Report

24V-449

Manufacturer Name : Nova Bus (US) Inc.

Submission Date : JUN 17, 2024

NHTSA Recall No. : 24V-449

Manufacturer Recall No. : CR5612



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 : 7

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 : DIESEL

Descriptive Information : The recall population is defined by vehicles built from 05/07/2021 through 07/20/2021, equipped with Vapor Bus 1/3-2/3 type door operators. There are 7 Nova LFS vehicles MY 2021 impacted.

Production Dates : MAY 07, 2021 - JUL 20, 2021

VIN Range 1 : Begin : 4RKYL82J1M9777893 **End :** 4RKYL82J2M9777899 Not sequential

Description of Defect :

Description of the Defect : Vehicles may have been manufactured with a door operator rotary plate that may disconnect from the door operator due to a welding failure.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of a rotary plate weld failure, the larger panel of the front door will no longer be linked to the door operator, which could lead to a door opening while the vehicle is in motion. A passenger door that opens unexpectedly may increase the risk of passenger injury or death.

Description of the Cause : Undetermined at this time, more info to come from supplier.

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

Involved Components :

Component Name 1 : Door Operator and Baseplate

Component Description : BASEPLATE 1/3-2/3 FRT+LED

Component Part Number : N97703

Supplier Identification :

Component Manufacturer

Name : Vapor Bus, a Wabtec Company

Address : 1010 Johnson Dr

Buffalo Grove Illinois 60089

Country : United States

Chronology :

July 05, 2023: Nova Bus was informed of issues with doors not opening or closing when activated by the driver while the vehicle is stationary.

August 21, 2023: Nova Bus started an internal Investigation to identify other cases of similar door malfunctions.

February 15, 2024: The issue was raised to the safety forum as a potential risk for evaluation.

February 23, 2024: Nova Bus and the supplier launched a part recovery on buses in service that did not report the issue and start a comparative analysis of components.

May 31, 2024: Nova Bus was informed of first case of door opening while bus is in motion.

June 7, 2024: Product Safety Evaluation Committee evaluates and raises to Product Safety Committee.

June 12, 2024: Product Safety Committee determination of product defect. Product Safety Committee also determined that an advance owner's notification should be sent.

June 17, 2024: Nova Bus files 573 with NHTSA that a voluntary recall will be released to address the safety-related defect.

There has been no accidents or injuries related to this defect. There were no warranty claims related to this defect.

Description of Remedy :

Description of Remedy Program : Owners will be notified immediately of the issue and potential safety risk in order to instruct the drivers not to operate the vehicles with passengers in front of the standee line. Details of the service remedy are not defined at the moment but will be provided once available. Vehicles will be recalled once the remedy is identified. 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 is not identified at the moment.

Identify How/When Recall Condition was Corrected in Production : An Internal Survey to validate if any operator from the suspect population was still within Nova Bus' facilities was launched on June 13, 2024.

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 August 16, 2024

Planned Dealer Notification Date : JUN 21, 2024 - JUN 21, 2024

Planned Owner Notification Date : AUG 16, 2024 - AUG 16, 2024

* NR - Not Reported