

Part 573 Safety Recall Report

24V-648

Manufacturer Name : Nova Bus (US) Inc.**Submission Date :** SEP 03, 2024**NHTSA Recall No. :** 24V-648**Manufacturer Recall No. :** CR5636**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 : 179

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2024 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 11/17/2023 through 08/16/2024 assembled with Actia RL78 P/N N76230125 or N76230087 with a firmware version earlier than 122891v02_20.

Production Dates : NOV 17, 2023 - AUG 16, 2024

VIN Range 1 : Begin : 4RKYL82JOP9779123 End : 4RKYL82J9R9779396 Not sequential

Vehicle 2 : 2023-2023 Nova Bus LFS Artic

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is defined by vehicles built from 11/17/2023 through 08/16/2024 assembled with Actia RL78 P/N N76230125 or N76230087 with a firmware version earlier than 122891v02_20.

Production Dates : DEC 15, 2023 - DEC 15, 2023

VIN Range 1 : Begin : 4RKYS92J1P9779138 End : 4RKYS92J1P9779138 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The subject vehicles may have been manufactured with a defective firmware in the speedometer and instrument cluster.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : The defective firmware could cause the speedometer to stop displaying

Description of the Safety Risk : vehicle speed and wrongful or missing warning telltale lamp activations. In some cases, it could also lead to a loss of motive power. A loss of speed indication and loss of motive power could lead to a crash. Additionally, telltales failing to display a warning signal is a FMVSS101 regulatory non-compliance.

Description of the Cause : Incorrect firmware version in the instrument panel.

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

Involved Components :

Component Name 1 : Instrument panel

Component Description : Instrument panel

Component Part Number : N76230125

Component Name 2 : Instrument panel

Component Description : Instrument panel

Component Part Number : N76230087

Supplier Identification :

Component Manufacturer

Name : Actia Corp

Address : 2809 Bridger Ct.

Elkhart Indiana 46514

Country : United States

Chronology :

March 11, 2024: Nova Bus noticed unexpected speedometer and telltales' behavior during post-production drive test.

May 06, 2024: After discussions with supplier, an updated firmware was provided to Nova Bus.

June 06, 2024: The issue was raised to the safety forum as a potential risk for evaluation.

June 26, 2024: Nova Bus opens a formal potential safety related issue investigation.

August 19, 2024: Product Safety Evaluation Committee evaluates and raises to Product Safety Committee.

August 27, 2024: Product Safety Committee determination of product defect.

September 3, 2024: Nova Bus files 573 with NHTSA that a voluntary recall will be released to address the safety-related defect.

There have 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. Vehicles will be recalled. Remedy program will be to validate the instrument cluster firmware version and update it to the proper revision. 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 : Remedied component will have use firmware revision 122891v02_20 or more recent version.

Identify How/When Recall Condition was Corrected in Production : An Internal Campaign was launched to correct vehicles in production August 16, 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 November 2nd, 2024

Planned Dealer Notification Date : SEP 06, 2024 - SEP 06, 2024

Planned Owner Notification Date : NOV 02, 2024 - NOV 02, 2024

* NR - Not Reported