

# Part 573 Safety Recall Report

# 24V-727

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

**Submission Date :** SEP 30, 2024

**NHTSA Recall No. :** 24V-727

**Manufacturer Recall No. :** CR5643



## 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 :** 40

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2022-2023 Nova Bus LFS

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

**Body Style :** OTHER

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** The recall population is defined by vehicles built from 10/24/2022 through 08/01/2024 configured with the vehicle control unit software version E or earlier.

**Production Dates :** OCT 24, 2022 - AUG 01, 2024

**VIN Range 1 : Begin :** 4RKYL82M4N9778290 **End :** 4RKYL82MXP9778877  Not sequential

## Description of Defect :

**Description of the Defect :** The subject electric vehicles may have been manufactured with a defective software version that may, in certain cases, cause the vehicle control unit to crashes.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** A vehicle control unit crash will cause the high voltage to disconnect and the vehicle to lose motive power. A loss of motive power may increase the risk of a crash.

**Description of the Cause :** Incorrect software version.

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

## Involved Components :

Component Name 1 : IQ\_GEN4E\_\_00

Component Description : PRGM MC43 GEN LFSE+

Component Part Number : Vehicle control unit program

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

April 2, 2024: Nova Bus was informed that an electric bus had unexpectedly loss motive power.

June 6, 2024: An internal investigation is open.

June 12, 2024: Potential issue identified for incorrect software revision.

July 7, 2024: Risks raised to safety forum to evaluate potential vehicle impact.

August 22, 2024: Nova Bus opens a formal potential safety related issue investigation.

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

September 24, 2024: Product Safety Committee determination of product defect.

September 30, 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 have been 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 software version and to update it to the most recent version. 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 vehicles will have software revision F or higher.

Identify How/When Recall Condition was Corrected in Production : An Internal Campaign was launched to correct vehicles in production September 27, 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 29, 2024

Planned Dealer Notification Date : OCT 04, 2024 - OCT 04, 2024

Planned Owner Notification Date : NOV 29, 2024 - NOV 29, 2024

\* NR - Not Reported