

Part 573 Safety Recall Report

25E-012

Manufacturer Name : Nova Bus (US) Inc.**Submission Date :** FEB 19, 2025**NHTSA Recall No. :** 25E-012**Manufacturer Recall No. :** CR5693**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 :** 223**Estimated percentage with defect :** 100 %**Equipment Information :****Brand / Trade 1 :** Casco**Model :** ECL Sensor**Part No. :** N108036**Size :** NR**Function :** Coolant level**Descriptive Information :** Nova Bus has identified that potentially defective coolant sensors used to measure the "critically low" level of engine coolant have been sold as aftermarket parts through Prevost Parts between Sept 27th, 2023 to Oct 7th 2024.**Production Dates :** MAR 01, 2023 - DEC 12, 2023**Description of Defect :****Description of the Defect :** Defective coolant sensors used to measure the "critically low" level of engine coolant may have been sold as aftermarket parts.**FMVSS 1 :** NR**FMVSS 2 :** NR**Description of the Safety Risk :** A defective sensor could send a false signal to the engine that the coolant level is critically low which would lead to an engine shutdown. An unexpected engine shutdown may increase the risk of a crash.**Description of the Cause :** Misalignment of the internal sensor probes.**Identification of Any Warning that can Occur :** There is no warning prior to occurrence.**Involved Components :**

Component Name : Casco AC Fluid Level Sensor

Component Description : Critical level coolant sensor

Component Part Number : N108036

Supplier Identification :

Component Manufacturer

Name : Casco Products Corp.

Address : 1357 Veterans Way
Morgantown Kentucky 42261

Country : United States

Chronology :

September 29, 2023: Nova Bus was informed by a customer of coolant sensor failures.

January 17, 2024: Nova Bus starts gathering failed parts for root cause evaluation.

April 04, 2024: Initial meeting with the part supplier.

May 15, 2024: Supplier provides results of the assessment done on failed parts.

August 13, 2024: Supplier provides 8D analysis of issue.

September 12, 2024: Nova Bus opens a formal potential safety related issue investigation.

October 07, 2024: Suspect parts are removed from production and aftermarket inventory.

November 08, 2024: Product Safety Evaluation Committee evaluates and raises to Product Safety Committee.

November 12, 2024: Product Safety Committee determination of product defect.

November 19, 2024: Nova Bus files 573 with NHTSA that a voluntary vehicle recall will be released to address the safety-related defect.

January 11, 2025: During vehicle campaign launch, an investigation was opened to identify a potential volume of parts sold in aftermarket.

February 06, 2025: Product Safety Evaluation Committee evaluates and raises to Product Safety Committee.

February 11, 2025: Product Safety Committee determination of product defect.

February 19, 2024: Nova Bus files 573 with NHTSA that a voluntary equipment recall will be released to address parts sold in aftermarket.

There have been no accidents or injuries related to this defect.

Description of Remedy :

Description of Remedy Program :	Owners will be notified. Remedy program is to replace the suspect sensors with new corrected sensors. 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 additional internal support for the probes and will have a production date later than December 12, 2023.
Identify How/When Recall Condition was Corrected in Production :	All parts from aftermarket inventory were purged on October 7, 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 April 20, 2025
Planned Dealer Notification Date :	FEB 24, 2025 - FEB 24, 2025
Planned Owner Notification Date :	APR 20, 2025 - APR 20, 2025

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :	NR
Address :	NR
	NR
Country :	NR
Company Phone :	NR

* NR - Not Reported