



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V368

Manufacturer Name: Nova Bus (US) Inc.

Submission Date: Jun 02, 2025

NHTSA Recall No.: 25V368

Manufacturer Recall No.: CR5732

Manufacturer Information

Population

Manufacturer Name: Nova Bus (US) Inc.

Address: 260 Banker Road
PLATTSBURGH NY, 12901

Total number of potentially involved: 43

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2022-2023 NOVA BUS LFS

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Transit Bus

Fuel / Propulsion: Electric Battery Power

Production Dates: Mar 02, 2022 - Aug 28, 2023

Number of potentially involved: 43

Descriptive Information:

The recall population is defined by vehicles built from 03/02/2022 through 08/28/2023 assembled with the digital display equipped with firmware version v1.02.046 and older.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The subject vehicles may have been manufactured with a defective firmware in the digital display. Following a specific turn signal activation sequence, the defective firmware could cause the turn signal pilot indicator to be stuck ON (solid light).

FMVSS1: 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

A non-flashing interior tell-tale is a FMVSS 108 non-compliance that could potentially cause driver confusion, however the exterior turn signal lamps function as intended.

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25V368**Description of the cause:**

Firmware issue.

Identification of any warning that can occur:

There is no warning prior to occurrence.

Component Manufacturer

Tier of Supplier:**Supplier Type:** OEM**Name:** Nova Bus**Address:** 1000 Industriel Boulevard
Sainte-Eustache Foreign States, J7R 5A5**Country:** Canada

Involved Components

Component Name 1: PHD Firmware**Component Description:** PRGM PHD LFSE+ V1.02**Component Part Number:** N113194-01

Chronology

March 04, 2025: Nova Bus service manager opens a market quality report to inform of a potential quality issue on some buses.

March 14, 2025 : Product Safety screening Committee evaluates the market quality report information and decides to open a safety investigation.

May 22, 2025: Product Safety Evaluation Committee evaluates and raises to Product Safety Committee.

May 27, 2025: Product Safety Committee makes the determination of a product safety defect.

June 2, 2025: 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.

Related NHTSA Recall Number:

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Description of Remedy

Remedy Type: Software

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Remedy program will be to update the digital display software in vehicles equipped with firmware version v1.02.046 and older. 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 the firmware version V1.02.047 for the component N113194-01.

Identify how/when recall condition was corrected in production:

An Internal Campaign was launched to correct vehicles in production May 29, 2025.

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

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 1st, 2025.

Planned Dealer Notification Date: No Dealers

Planned Interim Owner Notification Date: No Owners

Planned Remedy Owner Notification Date: Phased Recall

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Date when VIN will be searchable: