



IMPORTANT SAFETY RECALL (#13V-642)

THIS NOTICE APPLIES TO YOUR VEHICLE(S) – SEE VIN(S) IN ANNEX B

Saint-Eustache, January 21, 2014

Mr. Russell Osborn
CT Transit
100 Liebert Road
P.O. Box 66
Hartford 06141-0066
USA

Dear Sir or Madam,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Also, you will soon be receiving a hard copy of this letter by mail.

Nova Bus has decided that a defect which relates to motor vehicle safety exists in certain Nova LFS and Nova HEV vehicles equipped with Sure Power 24V-12V, 60A/80A DC-DC converters manufactured between January 2000 and August 2013.

Sure Power Inc. has reported a defect with a series of DC-DC converters it manufactures. According to Sure Power, "the specific potting compound used in the subject products for insulation was found to be capable of conducting electricity after being exposed to heat. Once electrically conductive, the material is capable of melting and burning, increasing the risk of a fire." (ref.: *NHTSA Safety Recall Notification 13E-050*).

Vehicles affected by this notification can be identified by their vehicle identification number (VIN). A list of the affected VINs is annexed to this notice.

For vehicles affected by this recall, Nova Bus will inspect and replace any defective units found.

Nova Bus will release documents (CR3030E, CR3031E, CR3032E, CR3033E, CR3034E, depending on defective part number and location of defective parts in vehicle), explaining the inspection and replacement procedures. These documents will be available to you on our Internet site by accessing our website at <http://www.novabus.com/on-line-services.html>. The necessary replacement parts are available via the Prevost Parts distribution network. Nova Bus will assume the entire costs of the parts, and the cost of labour will be reimbursed according to warranty conditions in effect. The inspection and repairs, if required, should take approximately 1 hour to complete. If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Submit copies of all documentation supporting your claim according to the rules specified in the "*General Plan for Reimbursement of Pre-notification Remedies*", annexed to this notice.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you have any questions regarding the requirements of this campaign, please contact your local Nova Bus after-sales service representative.

After contacting your service representative, if you are still not able to have the safety defect remedied without charge and within reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Sincerely,

Claude Dépeault
Manager, Warranty and Publications

ANNEX A

General Plan for Reimbursement of Pre-Notification Remedies

When a Nova Bus vehicle is affected by a safety recall campaign and the owner (claimant) had the problem corrected at their own expense prior to receiving notification of the recall, Nova Bus will reimburse the claimant for the reasonable amount paid for repairs (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the defect as stated in the safety recall notification. **To qualify, repairs must have been completed no earlier than one year prior to the release of the recall (notification to the government) and no later than 10 days after the last mailing of the initial customer notification letter pertaining to the recall.** The following information is required for your claim to be processed. Please print legibly.

Date: _____ Recall #: _____ 17 digit VIN: _____

Owner's Name: _____ Own/Lease (circle one)

Address: _____ Date of Repair: _____

City, State, Zip: _____ Amount requested: _____

Phone #: _____ Email: _____

All claims MUST be accompanied by accurate and complete documentation (the invoice/receipt must provide the VIN, date of repairs, total amount paid and include a breakdown of the parts, labor, and other costs. Costs associated with the recall repair must be highlighted or circled on the invoice.

I certify that i paid for repairs that corrected the safety defect as stated in the recall letter prior to being notified. I also certify that i have provided clear documentation of these repairs and that all information provided is complete and accurate to the best of my knowledge.

Claimant

Witnessed by (required)

Authorized Signature and Date

Notary Signature and Date

Affix Notary Stamp

Contact Information

Submit copies of all documentation supporting your claim to:

Nova Bus Warranty, TMAC
850, chemin Olivier
Saint-Nicolas (QC) G7A 2N1
Canada
Email: adm.novabus.warranty@volvo.com

Allow 60 days for processing. Nova Bus is not responsible for claims submitted to the wrong address.

Nova Bus will consider all claims, but may deny all or part of the claim for any of the following reasons:

- Fraudulent claim or Vehicle not part of recall
- Incomplete application or support documentation
- The repair did not address the safety defect or non-compliance that led to the recall or the repair was not of the same type (repair, replacement) as the recall remedy

This process is NOT intended to handle accident or property damage claims. Claims of that nature MUST be directed to our legal department at 35 Gagnon blvd, Sainte-Claire (Qc), Canada, G0R 2V0.

**ANNEX B - VEHICLE IDENTIFICATION NUMBER (VIN)
AFFECTED BY CR3030E TO CR3034E**

CONNECTICUT TRANSIT

	ORDER	ROAD NUMBER	VIN
1	L554	1041	4RKYS92U1A4000139
2		1042	4RKYS92U8A4000140
3		1043	4RKYS92UXA4000141
4		1044	4RKYS92U1A4000142
5		1045	4RKYS92U3A4000143
6		1046	4RKYS92U5A4000144
7		1047	4RKYS92U7A4000145
8		1048	4RKYS92U9A4000146
9		1049	4RKYS92U0A4000147
10		1050	4RKYS92U2A4000148
11		1051	4RKYS92U4A4000149
12		1052	4RKYS92U0A4000150
13		1053	4RKYS92U2A4000151
14		1054	4RKYS92U4A4000152
15		1055	4RKYS92U8A4000154
16		1056	4RKYS92UXA4000155
17		1057	4RKYS92U1A4000156
18		1058	4RKYS92U3A4000157
19		1059	4RKYS92U5A4000158
20		1060	4RKYS92U7A4000159
21		1061	4RKYS92U3A4000160
22		1062	4RKYS92U5A4000161
23		1063	4RKYS92U7A4000162
24		1064	4RKYS92U9A4000163
25		1065	4RKYS92U0A4000164
26	L571	1101	4RKYS92YXB4000144
27		1102	4RKYS92YXB4000161
28		1103	4RKYS92Y1B4000162
29		1104	4RKYS92Y3B4000163
30		1105	4RKYS92Y5B4000164
31		1106	4RKYS92Y7B4000165
32		1107	4RKYS92Y9B4000166
33		1108	4RKYS92YOB4000167
34		1109	4RKYS92Y2B4000168
35		1110	4RKYS92Y4B4000169