

NOVABUS

July 31, 2014

RECEIVED

By Recall Management Division at 7:56 am, Aug 01, 2014

Jennifer Timian
Chief, Recall Management Division
Office of Defect Investigations
National Highway Traffic Safety Administration (NSA-10)
1200 New Jersey Avenue, S.E.
Washington, D.C, 20950
Submitted via Email to rmd.odi@dot.gov

Subject: Safety-related defect, Windshield Wiper Linkage Bolt

Dear Jennifer,

On behalf of Nova Bus, I want to inform you of a safety-related defect that has been identified on certain Nova Buses.

Accordingly, Nova Bus will administer a voluntary safety recall. Owner notification letters will be sent no later than 60 days from the time of this notice.

Please feel free to contact me if you have any questions.

Best regards,



Tim LaFon
Vice President, Regulatory Affairs
Volvo Group North America, LLC.
7900 National Service Rd.
Greensboro, NC 27409
Office: (336) 393-2233

Defect Report

Recall Campaign Number:

To be determined

Subject: Windshield Wiper Linkage Bolt

Vehicle Manufacturer:

Nova Bus, a division of Volvo Group Canada, (“Nova”)
1000 Industriel Blvd, Saint-Eustache,
Quebec, J7R 5A5, Canada

Models/ Model Years:

Certain LFS model vehicles manufactured in 2013. The model year affected is 2013.

Selection of vehicles was based on model and build date.

Recall Population:

There are twenty-nine (29) vehicles that were sold in United States that are affected by the recall.

The percentage of the population containing the defect is unknown.

Description of the Defect

The bolt used to secure the windshield wiper linkage to the wiper motor may become loose over time. If this occurs, the windshield wipers can become inoperable, which may cause a vehicle crash. There have been no reports of vehicle crash.

Chronology:

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|---------|---|
| 5/14 | Nova releases field service bulletin to address reports of loose windshield wiper linkage |
| 6/3/14 | Volvo Group North America Regulatory Affairs receives notification of field service bulletin. Investigation opened. |
| 7/3/14 | Volvo Group North America Regulatory Affairs receives inquiry from NHTSA |
| 7/24/14 | Product Safety Committee determines that a safety-related defect exists. Volvo Group North America Regulatory Affairs notifies NHTSA of the determination |
| 7/31/14 | Volvo Group North America Regulatory Affairs submits defect report to NHTSA |

To date, Nova Bus has received three customer reports.

Description of the Remedy

The recall repair involves replacing the bolt and nut that attaches the windshield wiper linkage to the windshield wiper motor.

Reimbursement for cost incurred by the owner for “prenotification remedies” will be addressed on a case-by-case basis according to the Volvo Group North America’s “General Plan for Reimbursement of Pre-notification Remedies” which was published October 28, 2013.

Recall Communications

Owner notification will occur within 60 days of this notice. An advanced copy of the owner notification letter will be submitted for review and approval prior to release.