



IMPORTANT SAFETY RECALL (#14V-473)

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

[REDACTED] September 24, 2014

[REDACTED]

Dear Sir or Madam,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Nova Bus has decided that a defect which relates to motor vehicle safety exists in certain 2012-2013 LFS transit buses wiper motor system of certain Nova LFS vehicles.

On certain vehicles, the hardware used to affix the windshield wiper linkage to the wiper motor may become loose over time. As a result, the bolt and nut may loosen to a point where the linkage detaches from the wiper motor, which would cause the wipers to stop functioning. Loss of windshield capability, should it occur during a rainy/snowy day, may compromise the driver's ability to see the road and its users, which increase the risk of a crash causing property damage and/or personal injury.

Vehicles targeted by this notification can be identified by their vehicle identification number (VIN). A list of the targeted VINs is annexed at the end of this document.

For vehicles targeted by this recall, Nova Bus proposes to replace the windshield wiper linkage bolts and nuts. Nova Bus will release a document (CR3229E), explaining the repair procedure. This document is available to you on our Internet site 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 labor. The repairs should take approximately 1 hour to complete.

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
Quality and Business Partner Culture Vice President

NOVABUS

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 VIN