

NOVA BUS

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By Recall Management Division at 11:47 am, Nov 19, 2013

November 18, 2013

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: Sure Power DC-DC Converter

Dear Jennifer,

On behalf of Nova Bus, I want to inform you that Nova Bus received a notice from Eaton Corporation of a safety-related defect on certain DC to DC converters supplied by Sure Power Inc.

After a thorough investigation, Nova Bus has determined that suspect parts were received and installed on Nova Brand Buses during manufacturing of the bus.

Accordingly, Nova Bus will administer a voluntary safety recall to inspect and replace if necessary the DC to DC converters. 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,

A handwritten signature in black ink, appearing to read 'Tim LaFon', followed by a long, sweeping horizontal line that extends across the width of the page.

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:

CR3030, CR3031, CR3032, CR3033, CR3034 (depending on defective part number and location of defective part(s) in vehicle).

Subject: Sure Power DC to DC Converter (Reference NHTSA RECALL13E050)

Vehicle Manufacturer:

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

Component Manufacturer:

Sure Power Inc. ("Sure Power"),
10189 SW Avery St., Tualatin,
OR 97062

Models/ Model Years:

Certain vehicles equipped with Sure Power 24V - 12V, 60A/80A DC-DC converter (OEM P/N 52304 and 52306 - Nova Bus P/N N35395 and N48080-03) manufactured in 2009 - 2012.

Selection of vehicles was based on information provided by Eaton Corporation.

Affected models and model years include: 2009 through 2012 Nova LFS /Nova LFS HEV model buses.

Recall Population:

There are two hundred sixty four (264) vehicles that were sold in United States that may have received one of the suspect converters.

The percentage of the population containing the defect is unknown.

Description of the Defect

According to information published by Sure Power Inc.,

"The specific potting compound used in the subject products for insulation was found to be capable of conducting electricity once exposed to significant thermal energy. Once electrically conductive, the material is capable of self-heating and maintaining temperatures capable of accelerating a thermal incident.

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Thermal energy can be sourced by various electrical failures, and Sure Power is still investigating whether there are application-specific contributions to the risk of failure. Electrical failures have been traced to water intrusion or solder joint fatigue resulting from ongoing expansion and contraction due to thermal cycling.”

Therefore, the defect as determined by Sure Power may result in a vehicle fire. Nova Bus has not received reports of vehicle fires pertaining to this defect.

Chronology:

- 9/16/13 Eaton Corporation notifies Volvo Group of Safety-Related Defect.
- 9/17/13 Concern reported to Volvo Group Regulatory Affairs department for handling. Investigation opened.
- 9/17/13 Volvo Group Regulatory Affairs department sends email to Eaton asking for clarification.
- 10/16/13 Further discussions with Nova Bus to determine vehicles that may have received suspect parts.
- 10/30/13 Nova identifies vehicles that may have received suspect parts and reports findings to Volvo Group Regulatory Affairs department.
- 11/14/13 Information presented to Volvo Bus Product Safety Committee.
- 11/18/13 Safety –related defect report submitted to NHTSA.

To date, there are no field reports, warranty claims, customer complaints.

Description of the Remedy

The recall repair will involve inspection of the converter and replacement as required.

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.