

Part 573 Safety Recall Report

19V-565

Manufacturer Name : Prevost Cars, Inc.

Submission Date : JUL 31, 2019

NHTSA Recall No. : 19V-565

Manufacturer Recall No. : TBD



Manufacturer Information :

Manufacturer Name : Prevost Cars, Inc.

Address : 35 Boulevard Gagnon
Ste-Claire, Quebec- Canada 00 G0R
2V0

Company phone : 999

Population :

Number of potentially involved : 1,440

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2017-2020 Prevost X3-45 Coach, X3-45 Commuter, X3-45 VIP, X3-45 VIP Entertainer, H3-45 Coach, H3-45 VIP

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain X3 MY 2017-2020 and certain H3 MY 2018-2020. Vehicles were selected based on the vehicle configuration.

Production Dates : MAR 09, 2017 - JUL 30, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Under certain conditions (i.e. high altitude and heavy climbing) the engine may overheat which may lead to engine shut down.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions, the vehicle may have to stop on the side of the road and passengers be transferred to another vehicle. Transferring passengers on the side of the road may increase the risk of a passenger death or injury. Prevost has not received report of death or injury associated with this defect. Therefore we consider this as a proactive measure to protect the public from the potential risk associated with this defect.

Description of the Cause : The cooling strategy was defined to allow the engine to run too high in temperature under certain conditions in high altitude.

Identification of Any Warning that can Occur : A driver will be alerted to a problem through one or more warnings on the dash in the form of a warning light and/or MIL light. These warnings will typically be due to fault codes triggered for engine coolant over temperature

condition or engine coolant level low.

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

2019-04-04 Customer report received for engine failure in altitude.
2019-05-03 Additional customer report received for engine failure in altitude.
2019-05-14 Prevost and Volvo Powertrain engineering field testing and data acquisition performed on the road where the failure was reported.
2019-06-10 Service documents released to reporting customer for engine failure in altitude for engine software update.
2019-07 Received NHTSA inquiry regarding customer reports
2019-07 New engine software implemented in production.
2019-07-09 Product Safety Working Group informed of the potential safety related issue. Investigation opened.
2019-07-12 Information provided to NHTSA on this case.
2019-07-27 Volvo Product Safety Committee determines safety related defect exists.
2019-07-31 Prevost informs NHTSA that a voluntary recall will be released to address the safety-related defect.

Description of Remedy :

Description of Remedy Program : Prevost will contact the owners of the affected vehicles. The vehicles will have the engine software updated.
How Remedy Component Differs from Recalled Component : Engine software revision level.
Identify How/When Recall Condition was Corrected in Production : Clean point are in July 2019 as follow :
H3 STCL= L-0891
X3 STCL= L-6511
X3 PLSB = L-7679

Recall Schedule :

Description of Recall Schedule : Prevost does not have a dealer network.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : SEP 20, 2019 - SEP 20, 2019

* NR - Not Reported