

Part 573 Safety Recall Report

21V-951

Manufacturer Name : Prevost Car (US) Inc.**Submission Date :** DEC 09, 2021**NHTSA Recall No. :** 21V-951**Manufacturer Recall No. :** SR21-12**Manufacturer Information :**

Manufacturer Name : Prevost Car (US) Inc.

Address : 260 Banker Road
PLATTSBURGH NY 12901

Company phone : 999

Population :

Number of potentially involved : 201

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2022 Prevost X3 Com; X3 coach

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population of affected vehicles was determined based on introduction to production of a new front ceiling panels, P/N 340231 and 341293.

Production Dates : JUL 02, 2019 - MAY 14, 2021

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Front ceiling panel of affected vehicles may become loose and, potentially, fall down.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If front ceiling panel falls down, it may cause distraction on the driver which may result in a vehicle crash.

Prevost has not received a 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 : Design defect which does not ensure proper attachment of front ceiling panel.

Identification of Any Warning that can Occur : Front ceiling panel become loose and a noise may be produced before, panel falls down.

Involved Components :

Component Name 1 : Front Ceiling Panel

Component Description : Panel made of Aluminum sheet 18 ga 35"x18"

Component Part Number : 340231 for X3 vehicles and 341293 for X3com vehicles

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

- April 19 2021 - First case reported on a X3 coach vehicles
- May 11 2021 - Second case reported and first case for X3com vehicles
- May 14 2021 - As per client request, a retrofit was released to address the issue on X3com vehicles
- May 14 2021 - An internal investigation was open to evaluate this case from safety stand point
- September 9, 2021 - Change order was released to address the defect on production line
- October 10 2021 - Case submitted for investigation to Product Safety Working Group (PSWG) as a potential safety related issue
- December 7 2021 - Case raised to the Product Safety Committee (PSC). PSC determines that a safety defect exists.
- December 9 2021 - Defect report submitted to NHTSA.

Description of Remedy :

Description of Remedy Program : Safety Recall SR21-12 will be released to repair affected vehicles. Owner letters will be mailed on or before February 7th, 2022.

Pre-notification remedies will be addressed using Prevost's General Reimbursement Plan.

How Remedy Component Differs from Recalled Component : Hardware was added to reinforce the attachment of the panels.

Identify How/When Recall Condition was Corrected in Production : A production change order was released on September 9 2021 - P/N 340231 is replaced by P/N 341412 and hardware was added as standard attachment.

Recall Schedule :

Description of Recall Schedule : Note Prevoost does not have a dealer network and the dates entered for the planned dealer notification begin/end date are only to avoid NHTSA Recall Portal error while submitting the recall report.

Planned Dealer Notification Date : FEB 07, 2022 - FEB 07, 2022

Planned Owner Notification Date : FEB 07, 2022 - FEB 07, 2022

* NR - Not Reported