

# Part 573 Safety Recall Report

# 22V-237

**Manufacturer Name :** Prevost Car (US) Inc.

**Submission Date :** APR 12, 2022

**NHTSA Recall No. :** 22V-237

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** Prevost Car (US) Inc.

**Address :** 260 Banker Road

PLATTSBURGH NY 12901

**Company phone :** 999

## Population :

**Number of potentially involved :** 155

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2021-2022 Prevost X3-45 Com

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** Population was determined based on production location as it is a production issue. X3 commuter is the only model affected by this issue as this is the only product manufactured on Plattsburgh production plant during the period indicated.

**Production Dates :** SEP 11, 2020 - DEC 22, 2021

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** On some vehicles, the rear bench seat frame could be loose.

**FMVSS 1 :** 210 - Seat belt assembly anchorages

**FMVSS 2 :** NR

**Description of the Safety Risk :** Under normal operation of vehicle, passengers could be uncomfortable because of moving of bench. During a sudden deceleration or in case of a crash, passengers and the bench itself could move forward and hit the seat in front of the bench.

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 :** Lack of training on the installation of rear bench.

Identification of Any Warning that can Occur : Bench loose bolts can be found during daily inspection.

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

- 2022-03-23 First case detected in production
- 2022-03-23 Delivery stop 22-040-QA-105 was launched for X3 com vehicles manufactured at Plattsburgh
- 2022-03-24 Retrofit R22017 was launched to inspect and tight as necessary the bolts on the rear bench for vehicles both in production and in service for NYCTA.
- 2022-03-31 Retrofit was reviewed to include torque values for tighten the bolts
- 2022-04-07 Case was presented to Volvo Product Safety Committee and it was concluded there was a safety related defect. Recall is needed
- 2022-04-12 Safety report submitted to authorities

## Description of Remedy :

Description of Remedy Program : Prevest will launch a safety recall to inspect and properly tight the bolts on the rear bench for all potentially affected vehicles. Letters will be sent to customers to inform how to proceed. This inspection will be done free of charge (Labor and hardware) for the customer. In the case a customer have already remedied this issue before the recall is launched the customer will be reimbursed by Prevest according to the Prevest reimbursement plan. Vehicles under warranty will be covered under the manufacturer's warranty program.

How Remedy Component Differs from Recalled Component : There is not a defective component on this case but a bad installation of the rear bench. What distinguish a well installed bench is the tighten of the bolts.

Identify How/When Recall Condition was Corrected in Production : This issue was corrected in production on 2022-04-04 when the delivery stop was removed.

## Recall Schedule :

Description of Recall Schedule : Note Prevest 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 : JUN 03, 2022 - JUN 03, 2022

Planned Owner Notification Date : JUN 03, 2022 - JUN 03, 2022

\* NR - Not Reported