

# Part 573 Safety Recall Report

# 23V-761

**Manufacturer Name :** Prevost Car (US) Inc.**Submission Date :** NOV 10, 2023**NHTSA Recall No. :** 23V-761**Manufacturer Recall No. :** SR23-42**Manufacturer Information :**

Manufacturer Name : Prevost Car (US) Inc.

Address : 201 South Avenue  
South Plains NJ 07080

Company phone : 908-222-7211

**Population :**

Number of potentially involved : 204

Estimated percentage with defect : 25 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 Prevost H3-45

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The population was determined based on the production period and location as it is a production issue. The subject vehicles are certain MY2024 Prevost H3-45 vehicles manufactured during the indicated production dates. The recalled products are limited to these specific vehicles since they were the only ones manufactured in the above-mentioned production period.

A total of 99 MY2024 Prevost H3-45 vehicles are affected by the recall.

Production Dates : JAN 18, 2023 - JUL 11, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2024 Prevost H3-45 VIP

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The population was determined based on the production period and location as it is a production issue. The subject vehicles are certain MY2023 to MY2024 Prevost H3-45 VIP vehicles manufactured during the indicated production dates. The recalled products are limited to these specific vehicles since they were the only ones manufactured in the above-mentioned production period.

A total of 18 MY2023 Prevost H3-45 VIP, and 12 MY2024 Prevost H3-45 VIP vehicles are affected by the recall.

Production Dates : JAN 17, 2023 - JUL 06, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2023-2023 Prevost X3-45

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The population was determined based on the production period and location as it is a production issue. The subject vehicles are certain MY2023 Prevost X3-45 vehicles manufactured during the indicated production dates. The recalled products are limited to these specific vehicles since they were the only ones manufactured in the above-mentioned production period.

A total of 15 MY2023 Prevost X3-45 vehicles are affected by the recall.

**Production Dates :** JAN 16, 2023 - JUN 13, 2023

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 4 : 2023-2024 Prevost X3-45 VIP

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The population was determined based on the production period and location as it is a production issue. The subject vehicles are certain MY2023 to MY2024 Prevost X3-45 VIP vehicles manufactured during the indicated production dates. The recalled products are limited to these specific vehicles since they were the only ones manufactured in the above-mentioned production period.

A total of 4 MY2023 Prevost X3-45 VIP, and 1 MY2024 Prevost X3-45 VIP vehicles are affected by the recall.

**Production Dates :** JAN 23, 2023 - JUN 08, 2023

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 5 : 2023-2024 Prevost X3-45 VIP Entertainer  
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES  
Body Style : OTHER  
Power Train : DIESEL

**Descriptive Information :** The population was determined based on the production period and location as it is a production issue. The subject vehicles are certain MY2023 to MY2024 Prevost X3-45 VIP Entertainer vehicles manufactured during the indicated production dates. The recalled products are limited to these specific vehicles since they were the only ones manufactured in the above-mentioned production period.

A total of 26 MY2023 Prevost X3-45 VIP Entertainer, and 29 MY2024 Prevost X3-45 VIP Entertainer vehicles are affected by the recall.

Production Dates : JAN 17, 2023 - AUG 14, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

**Description of the Defect :** On certain vehicles, the grid heater cable may not have been properly connected to its relay. This condition could cause the cable or the relay to overheat, thus increasing the risk of a fire.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A fire increases the risk of injury to vehicle occupants and persons around the vehicle. A fire may also require a passenger evacuation in traffic and other potential hazards, which increases the risk of injury.

**Description of the Cause :** During the vehicle manufacturing, the nut securing the grid heater cable to its relay may not have been adequately torqued by Prevost assembly line (installation error).

**Identification of Any Warning that can Occur :** In some cases, a malfunction telltale light might illuminate in the driver's instrument panel.

## Involved Components :

Component Name 1 : Cable Heater Element Relay

Component Description : Cable Heater Element Relay

Component Part Number : 069516

Component Name 2 : Cable Heater Element Relay

Component Description : Cable Heater Element Relay

Component Part Number : 060872

Component Name 3 : Relay Power

Component Description : Relay Power

Component Part Number : 563348

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

2023-09-25 Issue identified in production during an internal Prevest audit.

2023-09-25 Internal Prevest investigation was opened to identify the root cause and to determine if the issue is safety related.

2023-09-25 Delivery Stop was issued to stop the delivery of vehicles until the investigation is completed and corrective actions are implemented.

2023-09-28 Internal campaign was launched to solve the issue on all vehicles in production before being delivered.

2023-10-03 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) to evaluate if there is a potential safety-related issue. It was concluded that further investigation was required to complete the evaluation.

2023-10-17 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) to evaluate if there is a potential safety-related issue. It was concluded that further investigation was required to complete the evaluation.

2023-10-31 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) to evaluate if there is a potential safety-related issue. Decision made to raise the potential safety issue to Volvo Product Safety

Committee (PSC) for review and determination.

2023-11-06 Case was presented to Volvo Product Safety Committee (PSC). It was concluded that there was a safety-related issue and that a recall is needed.

2023-11-10 Defect Information Report submitted to authorities.

No warranty claims related to this issue. No field reports, incidents, accidents, injury, or fatality were reported.

## Description of Remedy :

**Description of Remedy Program :** Prevast will inspect and, if required, replace any damaged components and adequately torque the grid heater relay nut on all potentially affected vehicles. Letters will be sent to customers to inform them on how to proceed. Prevast will execute this correction free of charge (parts and labor) for the customers. In case a customer has already inspected and corrected this defect before the safety recall has been launched, this customer will be reimbursed according to Prevast reimbursement plan.

**How Remedy Component Differs from Recalled Component :** The issue concerns an inadequately installed component, and not a defective component. After the remedy, the nut securing the grid heater cable on its relay will be adequately torqued.

**Identify How/When Recall Condition was Corrected in Production :** The recall condition was corrected in production on September 28, 2023, when an internal campaign was launched. All vehicles are corrected prior to delivery.

## Recall Schedule :

**Description of Recall Schedule :** Please note that Prevast 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 :** DEC 29, 2023 - DEC 29, 2023

**Planned Owner Notification Date :** DEC 29, 2023 - DEC 29, 2023

\* NR - Not Reported