

# Part 573 Safety Recall Report

# 17V-296

**Manufacturer Name :** Prevost Cars, Inc.

**Submission Date :** MAY 02, 2017

**NHTSA Recall No. :** 17V-296

**Manufacturer Recall No. :** SR17-09



## 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 :** 123

**Estimated percentage with defect :** 38 %

## Vehicle Information :

**Vehicle 1 :** 2016-2017 Prevost H3-45

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

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** Certain H3-45 Passenger Coach and H3-45 VIP model vehicles manufactured from April 28th, 2016 to January 9th, 2017 with Sprague brand wiper mount casting.

**Production Dates :** APR 28, 2016 - JAN 09, 2017

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** Prevost has determined that certain Sprague brand (CVG) wiper arms on certain Prevost vehicles may develop cracks or fractures in the mount casting that attach them to the wiper motor linkages. If the mount casting fractures, it may detach partially from the vehicle.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the wiper blade separates from the motor linkage, it may reduce visibility through the front windshield under certain conditions, potentially increasing the risk of a crash.

**Description of the Cause :** Insufficient material thickness at certain locations in the wiper mount casting.

**Identification of Any Warning that can Occur :** There are no warnings to the driver.

**Supplier Identification :****Component Manufacturer**

Name : Commercial Vehicle Group, Inc.  
Address : 7800 Walton Parkway  
New Albany OHIO 43054  
Country : United States

**Chronology :**

- 02/02/17 Prevest Purchasing is contacted by supplier (CVG) with reports of fracturing of the wiper mount casting. CVG informs Prevest that a new design has been tested and is available to replace existing part experiencing failure.
- 02/13/17 Prevest Regulatory department is made aware of the issue. Investigation is opened.
- 02/20/17 Prevest Production launches an internal retrofit.
- 03/02/17 Prevest Regulatory reports potential issue to the Volvo Group North America's Regulatory Affairs department. Additional information is requested and investigation continues.
- 03/14/17 Issue brought up to NHTSA for discussion during the quarterly meeting. NHTSA requests information about the supplier.
- 04/03/17 Additional information reported to the Volvo Group North America's Regulatory Affairs department. Decision made to raise potential issue to the Product Safety Committee.
- 04/25/17 Volvo Product Safety Committee determines a safety-related defect exists.
- 05/02/17 Safety -related defect report submitted to NHTSA.

**Description of Remedy :**

Description of Remedy Program : Prevest will contact the owners of the affected vehicles. The vehicles will have their windshield wiper mounts inspected for the parts in question and replaced with the new design, if required.

Reimbursement for cost incurred by the owner for "prenotification remedies" will be addressed on a case-by-case basis according to the Volvo "General Plan for Reimbursement of Pre-notification Remedies" which was published October 28, 2013.

How Remedy Component Differs from Recalled Component : New component has increased material thickness in affected areas.

Identify How/When Recall Condition was Corrected in Production : Beginning 02/20/17, affected parts were identified and replaced with the new design.

## Recall Schedule :

Description of Recall Schedule : Owner notification will occur on or before July 1st, 2017. An advanced copy of the owner notification letter will be submitted for review and approval prior to release.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : JUL 01, 2017 - JUL 01, 2017

\* NR - Not Reported