

Part 573 Safety Recall Report

19V-565

Manufacturer Name : Prevost Car (US) Inc.

Submission Date : JAN 07, 2020

NHTSA Recall No. : 19V-565

Manufacturer Recall No. : SR19-31



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 : 346

Estimated percentage with defect : 1 %

Vehicle Information :

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

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 , operating conditions(geographical area altitude of more then 6000ft) and over-the-road bus vehicle type.

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 a disabled vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Disable vehicle may lead to transferring passengers on the side of the road may increase the risk of a passenger death or injury. Nova Bus 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.

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 :

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.

2019-11-19 Provided additional information on the reports (see Manufacturer Comments to NHTSA)

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

* NR - Not Reported