

Part 573 Safety Recall Report

19V-565

Manufacturer Name : Prevost Car (US) Inc.

Submission Date : SEP 13, 2023

NHTSA Recall No. : 19V-565

Manufacturer Recall No. : SR19-31 & SR23-26



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 : 1,010

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Prevost H3-41

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined by reviewing production records and identifying all vehicles equipped with the Electrical Fan Drive (EFD) system and operating with the defective software version.

The concerned vehicles are certain MY2019 Prevost H3-41 vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones equipped with the problematic configuration (EFD and defective software version).

A total of 5 MY2019 Prevost H3-41 vehicles are affected by the recall.

Production Dates : APR 24, 2018 - FEB 14, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2018-2020 Prevost H3-45

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined by reviewing production records and identifying all vehicles equipped with the Electrical Fan Drive (EFD) system and operating with the defective software version.

The concerned vehicles are certain MY2018 to MY2020 Prevost H3-45 vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones equipped with the problematic configuration (EFD and defective software version).

A total of 3 MY2018 Prevost H3-45, 302 MY2019 Prevost H3-45, and 89 MY2020 Prevost H3-45 vehicles are affected by the recall.

Production Dates : JUN 21, 2017 - OCT 03, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2018-2020 Prevost H3-45 VIP

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined by reviewing production records and identifying all vehicles equipped with the Electrical Fan Drive (EFD) system and operating with the defective software version.

The concerned vehicles are certain MY2018 to MY2020 Prevost H3-45 VIP vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones equipped with the problematic configuration (EFD and defective software version).

A total of 2 MY2018 Prevost H3-45 VIP, 58 MY2019 Prevost H3-45 VIP, and 14 MY2020 Prevost H3-45 VIP vehicles are affected by the recall.

Production Dates : NOV 21, 2017 - JUN 28, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2017-2020 Prevost X3-45

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined by reviewing production records and identifying all vehicles equipped with the Electrical Fan Drive (EFD) system and operating with the defective software version.

The concerned vehicles are certain MY2017 to MY2020 Prevost X3-45 vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones equipped with the problematic configuration (EFD and defective software version).

A total of 22 MY2017 Prevost X3-45, 142 MY2018 Prevost X3-45, 172 MY2019 Prevost X3-45, and 9 MY2020 Prevost X3-45 vehicles are affected by the recall.

Production Dates : APR 21, 2016 - OCT 04, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2017-2019 Prevost X3-45 Commuter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined by reviewing production records and identifying all vehicles equipped with the Electrical Fan Drive (EFD) system and operating with the defective software version.

The concerned vehicles are certain MY2017 to MY2019 Prevost X3-45 Commuter vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones equipped with the problematic configuration (EFD and defective software version).

A total of 1 MY2017 Prevost X3-45 Commuter, 31 MY2018 Prevost X3-45 Commuter, and 5 MY2019 Prevost X3-45 Commuter vehicles are affected by the recall.

Production Dates : DEC 23, 2016 - JUN 27, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2017-2019 Prevost X3-45 VIP

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined by reviewing production records and identifying all vehicles equipped with the Electrical Fan Drive (EFD) system and operating with the defective software version.

The concerned vehicles are certain MY2017 to MY2019 Prevost X3-45 VIP vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones equipped with the problematic configuration (EFD and defective software version).

A total of 4 MY2017 Prevost X3-45 VIP, 8 MY2018 Prevost X3-45 VIP, and 7 MY2019 Prevost X3-45 VIP vehicles are affected by the recall.

Production Dates : JAN 19, 2017 - MAR 27, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 7 : 2017-2020 Prevost X3-45 VIP Entertainer

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined by reviewing production records and identifying all vehicles equipped with the Electrical Fan Drive (EFD) system and operating with the defective software version.

The concerned vehicles are certain MY2017 to MY2020 Prevost X3-45 VIP Entertainer vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones equipped with the problematic configuration (EFD and defective software version).

A total of 21 MY2017 Prevost X3-45 VIP Entertainer, 52 MY2018 Prevost X3-45 VIP Entertainer, 58 MY2019 Prevost X3-45 VIP Entertainer, and 5 MY2020 Prevost X3-45 VIP Entertainer vehicles are affected by the recall.

Production Dates : OCT 13, 2016 - SEP 24, 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).

2020-01-07 Prevost submitted an amended report indicating that the concerned vehicles were limited to the ones operating in high altitude (regional scoping).

2023-07-13 After receiving feedback from NHTSA, Prevost decided to include all vehicles equipped with EFD and the defective software version in the recall population, regardless of operating conditions (no regional scoping). Prevost held a meeting with NHTSA representatives to present this new approach, to which they agreed subsequently.

2023-09-13 Prevost submitted an amendment to reflect new the recall population and provide clarifications regarding the reimbursement plan. Prevost plans to notify owners initially out of scope on September 20, 2023. Prevost created new recall documentation under code SR23-26 for this new action. The population presented to NHTSA in July 2023 was 999 vehicles. At the time of submitting this report, the number of affected vehicles is 1,010. The evolution from 999 to 1010 can be explained by changes in vehicle ownership.

Description of Remedy :

Description of Remedy Program : Prevost will contact the owners of the affected vehicles. The vehicles will have the engine software updated. Letters will be sent to customers to inform them on how to proceed. Prevost will execute this correction free of charge 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 Prevost reimbursement plan.

How Remedy Component Differs from Recalled Component : Engine software revision level.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production on August 15, 2019, when an internal campaign was launched to update the engine software version on all concerned vehicles before being delivered to customers.

Recall Schedule :

Description of Recall Schedule : Prevost does not have a dealer network.

Planned Dealer Notification Date : SEP 20, 2023 - SEP 20, 2023

Planned Owner Notification Date : SEP 20, 2023 - SEP 20, 2023

* NR - Not Reported