



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 21, 2021

Mr. Gerard Hones
Prevost Car (US) Inc.
7900 National Service Road
Greensboro, NC 27409

NEF-107MR
21V-951

Subject: Front Ceiling Panel May Come Loose and Fall

Dear Mr. Hones:

This letter serves to acknowledge Prevost Car (US) Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

PREVOST/X3 COACH/2020-2022
PREVOST/X3 COM/2020-2022

Mfr's Report Date: December 9, 2021

NHTSA Campaign Number: 21V-951

Components:

STRUCTURE:INTERIOR PANELS:CEILING

Potential Number of Units Affected: 201

Problem Description:

Prevost Car (US) Inc. (Prevost) is recalling certain 2020-2022 X3 Commuter and X3 Coach buses. The front ceiling panel may come loose and fall.

Consequence:

A falling ceiling panel may distract the driver, increasing the risk of a crash, or strike a vehicle occupant, increasing the risk of injury.

Remedy:

Prevost Service Centers will reinforce the panel, free of charge. Owner notification letters were mailed December 17, 2021. Owners may contact Prevost customer service at 1-866-870-2046. Prevost's number for this recall is SR21-12.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

A description of the manufacturer's program for remedying the defect (49 CFR 573.6 (c)(8)(i)).

AMENDED 573 REQUIRED.



We have received Prevost's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Prevost Car (US) Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement