

# Part 573 Safety Recall Report

## 21V-951

**Manufacturer Name :** Prevost Car (US) Inc.

**Submission Date :** JAN 14, 2022

**NHTSA Recall No. :** 21V-951

**Manufacturer Recall No. :** SR21-12



### Manufacturer Information :

Manufacturer Name : Prevost Car (US) Inc.

Address : 260 Banker Road  
PLATTSBURGH NY 12901

Company phone : 999

### Population :

Number of potentially involved : 201

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2020-2022 Prevost X3 Com; X3 coach

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population of affected vehicles was determined based on introduction to production of a new front ceiling panels, P/N 340231 and 341293.

Production Dates : JUL 02, 2019 - MAY 14, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

### Description of Defect :

Description of the Defect : Front ceiling panel of affected vehicles may become loose and, potentially, fall down.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If front ceiling panel falls down, it may cause distraction on the driver which may result in a vehicle crash.

Prevost has not received a 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 : Design defect which does not ensure proper attachment of front ceiling panel.

Identification of Any Warning that can Occur : Front ceiling panel become loose and a noise may be produced before, panel falls down.

### Involved Components :

Component Name 1 : Front Ceiling Panel

Component Description : Panel made of Aluminum sheet 18 ga 35"x18"

Component Part Number : 340231 for X3 vehicles and 341293 for X3com vehicles

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

- April 19 2021 - First case reported on a X3 coach vehicles
- May 11 2021 - Second case reported and first case for X3com vehicles
- May 14 2021 - As per client request, a retrofit was released to address the issue on X3com vehicles
- May 14 2021 - An internal investigation was open to evaluate this case from safety stand point
- September 9, 2021 - Change order was released to address the defect on production line
- October 10 2021 - Case submitted for investigation to Product Safety Working Group (PSWG) as a potential safety related issue
- December 7 2021 - Case raised to the Product Safety Committee (PSC). PSC determines that a safety defect exists.
- December 9 2021 - Defect report submitted to NHTSA.

### Description of Remedy :

Description of Remedy Program : Safety Recall SR21-12 will be released to repair affected vehicles. Owner letters will be mailed on or before February 7th, 2022. Additional hardware will be added to reinforce the attachment of the panels.

Pre-notification remedies will be addressed using Prevost's General Reimbursement Plan.

How Remedy Component Differs from Recalled Component : The corrected installation will be affixed with hardware compared to the recalled installation which is only affixed with velcro.

Identify How/When Recall Condition was Corrected in Production : A production change order was released on September 9 2021 - P/N 340231 is replaced by P/N 341412 and hardware was added as standard attachment.

### Recall Schedule :

Description of Recall Schedule : Note Prevost 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 : FEB 07, 2022 - FEB 07, 2022

Planned Owner Notification Date : FEB 07, 2022 - FEB 07, 2022

\* NR - Not Reported