

# Part 573 Safety Recall Report

## 22V-347

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

**Submission Date :** JUN 10, 2022

**NHTSA Recall No. :** 22V-347

**Manufacturer Recall No. :** SR22-08



### Manufacturer Information :

Manufacturer Name : Prevost Car (US) Inc.

Address : 260 Banker Road  
PLATTSBURGH NY 12901

Company phone : 999

### Population :

Number of potentially involved : 189

Estimated percentage with defect : 20 %

### Vehicle Information :

Vehicle 1 : 2020-2022 Prevost X3-45 Com

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : X3-45 commuter model vehicles manufactured during the production dates indicated are vehicles affected by this issue as only this model have the defective part.

Production Dates : SEP 11, 2020 - APR 11, 2022

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

### Description of Defect :

Description of the Defect : Right-side rearview mirror is in a position which does not permit the driver to have a clear view of right side of the vehicle and the adjacent lane.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : Driver does not have a clear view of the right side of the vehicle to check for coming cars or people. This increase the risk for crash or accident.

Prevost has not received a report of death or injuries related to this defect. Therefore we consider this as a proactive measure to protect the public from the potential risk associated to this defect.

Description of the Cause : Supplier quality issue

Identification of Any Warning : Driver can and have to inspect the rearview mirror position before start that can Occur : driving but, he cannot correct the defect.

### Involved Components :

Component Name 1 : MIRROR HEATED EXT. RIGHT WITH PROTEC.COM

Component Description : Right Rearview mirror

Component Part Number : 990571

### Supplier Identification :

#### Component Manufacturer

Name : Rosco, inc

Address : 144-31 91 Avenue  
Jamaica New York 11435

Country : United States

### Chronology :

- 2022-04-11 First case identified on production line
- 2022-04-11 More vehicles on production line were identified with the same defect
- 2022-04-11 Delivery stop 22-050-DS-005 was released
- 2022-04-20 Retrofit R22022 was released to inspect and correct the defect on production line
- 2022-04-21 Start inspection in the field to check if there are cases on delivered vehicles
- 2022-04-28 Field report AI220428-102752 was created (Just for follow-up as this case was identified on production line)
- 2022-05-03 Case was presented on Volvo Product Safety Working Group (PSWG) to evaluate if there is a potential safety related issue.
- 2022-05-12 Case was presented to Volvo Product Safety Committee and it was concluded there was a safety related defect. Recall is needed
- 2022-05-18 Safety report submitted to authorities

No warranty claims related to this issue ; no other field reports, incidents, accidents or fatality were reported.

## Description of Remedy :

Description of Remedy Program :	Prevost will launch a safety recall to repair / change the right rearview mirror on the potentially affected vehicles. Letters will be sent to owners explaining how to proceed to change the defective mirrors. This repair / change will be done free of charge (Labor and parts) for the customers.
	In case customers already did the right rearview mirror repair or change before the safety recall was released, the customer can contact Prevost for a reimbursement according to Prevost reimbursement plan.
How Remedy Component Differs from Recalled Component :	When installed, defective right rearview mirrors can not provide a clear view of the right side of the vehicle and the adjacent lane (or the curb).  The good mirror will permit the driver to adjust the field of view so that he can have a clear view of the right lane or the curb.
Identify How/When Recall Condition was Corrected in Production :	On 2022-04-20 internal retrofit R22022 was launch to inspect and correct the defect. A specific inspection was established before delivery to ensure that mirrors provide a clear rearview of the right side of the vehicle and the adjacent lane or the curb.

## 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 :	JUL 15, 2022 - JUL 15, 2022
Planned Owner Notification Date :	JUL 15, 2022 - JUL 15, 2022

\* NR - Not Reported