



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 19, 2023

Ms. Pascale Belanger  
Prevost Car (US) Inc.  
260 Banker road  
Plattsburgh, NY 12901

NEF-107MR  
23V-271

**Subject:** Seat Cushion May Detach From Frame

Dear Ms. Belanger:

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/X3-45 COMMUTER/2021-2023

**Mfr's Report Date:** April 17, 2023

**NHTSA Campaign Number:** 23V-271

**Components:**

SEATS:CRITICAL FASTENERS

**Potential Number of Units Affected:** 280

**Problem Description:**

Prevost Cars (US) Inc. (Prevost) is recalling certain 2021-2023 X3-45 Commuter busses. The foldable passenger seat cushion bolts may be loose and could fall out, allowing the seat cushion to detach from the seat frame.

**Consequence:**

A detached passenger seat cushion may not adequately restrain the passenger, increasing the risk of injury during a crash.

**Remedy:**

Prevost will add adhesive to the bolts, free of charge. Owner notification letters are expected to be mailed June 6, 2023. Owners may contact Prevost customer service at 1-866-870-2046.

**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](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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

Sincerely,



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