



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 17, 2023

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

NEF-107DC
23V-761

Subject: Grid Heater Cables May Be Loose and Overheat Relay

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/H3-45/2024
PREVOST/H3-45 VIP/2023-2024
PREVOST/X3-45/2023
PREVOST/X3-45 VIP/2023-2024
PREVOST/X3-45 VIP ENTERTAINER/2023-2024

Mfr's Report Date: November 10, 2023

NHTSA Campaign Number: 23V-761

Components:

ELECTRICAL SYSTEM

Potential Number of Units Affected: 204

Problem Description:

Prevost Car (US) Inc. (Prevost) is recalling certain 2024 H3-45, 2023-2024 H3-45 VIP, X3-45 VIP, X3-45 VIP Entertainer, and 2023 X3-45 motor coaches. The grid heater cables that connect to the relay may have a loose connection and cause the relay to overheat.

Consequence:

A relay that overheats can increase the risk of a fire.

Remedy:

Prevost will inspect and replace damaged components, and tighten the grid heater relay nuts, as necessary, free of charge. Owner notification letters are expected to be mailed December 29, 2023. Owners may contact Prevost customer service at 1-908-222-7211. Prevost's number for this recall is SR23-42.

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 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 Debora Crews who may be reached by email at debora.crews@dot.gov. We look forward to working with you.

Sincerely,



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