

Part 573 Safety Recall Report

23V-183

Manufacturer Name : Prevost Car (US) Inc.**Submission Date :** MAR 28, 2023**NHTSA Recall No. :** 23V-183**Manufacturer Recall No. :** SR23-07**Manufacturer Information :****Manufacturer Name :** Prevost Car (US) Inc.**Address :** 201 South Avenue
South Plains NJ 07080**Company phone :** 908-222-7211**Population :****Number of potentially involved :** 26**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2022-2023 Prevost H3-45 VIP**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :** OTHER**Power Train :** DIESEL**Descriptive Information :** The population was determined by identifying all vehicles currently operating with the defective software versions.

The concerned vehicles are certain MY2022 to MY2023 Prevost H3-45 VIP buses manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only H3-45 VIP operating with the defective software versions.

A total of 5 MY2022 Prevost H3-45 VIP and 20 MY2023 Prevost H3-45 VIP vehicles are affected by the recall.

Production Dates : JUL 15, 2021 - DEC 14, 2022**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential

Vehicle 2 : 2023-2023 Prevost H3-45

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined by identifying all vehicles currently operating with the defective software versions.

The concerned vehicle is one MY2023 Prevost H3-45 bus manufactured during the indicated production dates.

The recalled product is limited to this specific vehicle since it is the only H3-45 operating with the defective software versions.

A total of 1 MY2023 Prevost H3-45 is affected by the recall.

Production Dates : OCT 31, 2022 - OCT 31, 2022

VIN Range 1 : Begin : 2PCH33494PC721431 End : 2PCH33494PC721431 ☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : The hazard warning lights do not comply with FMVSS 108 S6.1.5.1 because the turn signal lamps do not flash simultaneously when the hazard warning lights are activated with the ignition set to "OFF".

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

Description of the Safety Risk : Turn signal lamps that do not flash simultaneously when the hazard warning lights are activated could confuse other road users, thus increasing the risk of a crash. Prevost has not received any reports 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 : The issue results from a Prevost software development error.

Identification of Any Warning that can Occur : There is no warning with this issue.

Involved Components :

Component Name 1 : Vehicle Software

Component Description : H3-45 Vehicle Software

Component Part Number : 06100187 Revisions P01 to P11

Component Name 2 : Vehicle Software

Component Description : H3-45 VIP Vehicle Software

Component Part Number : 06100185 Revisions P01 to P19

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

2023-02-14 One field report involving one vehicle was received.

2023-02-24 Internal Prevost investigation was opened to identify the root cause and to determine if the issue is safety related.

2023-03-01 Delivery Stop was issued to stop the delivery of new vehicles until the investigation is completed and corrective actions are implemented.

2023-03-06 Updated software versions that solve the hazard warning lights issue were released.

2023-03-06 Internal campaign (retrofit) was launched to solve the issue on all vehicles in production before being delivered.

2023-03-07 Case was presented on Volvo Product Safety Working Group (PSWG) to evaluate if there is a potential safety related issue. Decision made to raise the potential issue to the Product Safety Committee (PSC) for review and determination.

2023-03-16 Case was presented to Volvo Product Safety Committee (PSC). It was concluded that there was a safety related non-compliance and that a recall is needed.

2023-03-20 Non-compliance report submitted to authorities.

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

Description of Remedy :

Description of Remedy Program : Prevost will reprogram all affected vehicles to correct the hazard warning lights issue. Corrected software: 06100187 Revision P12 (H3-45) and 06100185 Revision P20 (H3-45 VIP). Letters will be sent to customers to inform them on how to proceed. Prevost will execute this correction free of charge (parts and labor) for the customers. In case a customer has already inspected and corrected this defect before the safety recall has been launched, this customer will be reimbursed according to Prevost reimbursement plan.

How Remedy Component Differs from Recalled Component : The remedy component (updated software versions) ensures that the hazard warning lights are fully compliant with FMVSS 108.

With the updated software versions, the turn signal lamps flash simultaneously when the hazard warning lights are activated with the ignition set to "OFF".

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production on March 6, 2023, when an internal campaign was launched. All vehicles in production were reprogrammed with corrected software versions prior to delivery.

Recall Schedule :

Description of Recall Schedule : Please note that 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 : MAY 09, 2023 - MAY 09, 2023

Planned Owner Notification Date : MAY 09, 2023 - MAY 09, 2023

* NR - Not Reported