

# Part 573 Safety Recall Report

# 23V-184

**Manufacturer Name :** Prevost Car (US) Inc.**Submission Date :** MAR 20, 2023**NHTSA Recall No. :** 23V-184**Manufacturer Recall No. :** NR**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 : 1

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2023-2023 Prevost H3-45

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The recall is limited to this specific vehicle since it is the only redesigned H3-45 vehicle delivered in U.S. The previous H3-45 version is not concerned by this recall because it was equipped with a different emergency exit release mechanism.

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 : [REDACTED] End : [REDACTED]  Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** The emergency exits on the concerned vehicle may not comply with FMVSS 217 S5.3.2.1 (a) (3) because the force required to unlatch the emergency window exits could exceed 90 N.

FMVSS 1 : 217 - Bus emergency exits and window retention and release

FMVSS 2 : NR

**Description of the Safety Risk :** In an emergency evacuation situation, a non-compliance with FMVSS 217 S5.3.2.1 (a) (3) could increase passenger evacuation time and the risk of injury. 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 :** During the vehicle manufacturing, the emergency window exits were incorrectly adjusted by Prevost technicians.

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

## Involved Components :

Component Name 1 : HANDLE, OPENABLE WINDOW

Component Description : Emergency Exit Window Release Handle

Component Part Number : 290167

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

2023-02-16 Issue identified in production during an internal Prevest audit.

2023-02-16 Internal Prevest investigation was opened to identify the root cause and to determine if the issue is safety related.

2023-02-20 Delivery Stop was issued to stop the delivery of new vehicles until the investigation is completed and corrective actions are implemented.

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 inspect and, if required, adequately adjust the emergency exit windows on the affected vehicle. 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 issue concerns an inadequately installed component, and not a defective component. After the remedy, the emergency exit windows will be adequately adjusted on the vehicle.

**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 are corrected prior to delivery. The emergency exit window adjustment process was revised to avoid future occurrences.

## 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