

# Part 573 Safety Recall Report

## 23V-245

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

**Submission Date :** APR 28, 2023

**NHTSA Recall No. :** 23V-245

**Manufacturer Recall No. :** SR23-13



### 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 : 3

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2023-2023 Prevost X3-45

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The population was determined based on the production period and location as it is a production issue. The concerned vehicle is one MY2023 Prevost X3-45 vehicle manufactured during the indicated production dates. The recalled product is limited to this specific vehicle since it is the only X3-45 potentially delivered without a suitable grommet to protect the electrical cables.

A total of 1 MY2023 Prevost X3-45 vehicle is affected by the recall.

Production Dates : FEB 03, 2023 - FEB 03, 2023

VIN Range 1 : Begin : 2PCG33494PC736877 End : 2PCG33494PC736877 ☐ Not sequential

Vehicle 2 : 2023-2023 Prevost X3-45 VIP Entertainer

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The population was determined based on the production period and location as it is a production issue. The concerned vehicles are certain MY2023 Prevost X3-45 VIP Entertainer vehicles manufactured during the indicated production dates. The recalled products are limited to these specific vehicles since they are the only X3-45 VIP Entertainer potentially delivered without a suitable grommet to protect the electrical cables.

A total of 2 MY2023 Prevost X3-45 VIP Entertainer vehicles are affected by the recall.

Production Dates : FEB 17, 2023 - FEB 21, 2023

VIN Range 1 : Begin : 2PCC3349XPC736882 End : 2PCCS3498PC736883 ☐ Not sequential

Description of Defect :

Description of the Defect : On certain vehicles, electrical power distribution cables routed through a metallic panel were not protected by a suitable grommet. The wiring conductor insulation could become damaged by chafing on the edges of the panel, potentially causing a short-circuit which could increase the risk of a fire.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A fire increases the risk of injury to vehicle occupants and persons around the vehicle. A fire may also require a passenger evacuation in traffic and other potential hazards, which increases 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, Prevost assembly line workers installed unsuitable grommets on certain vehicles (production issue).

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

Involved Components :

Component Name 1 : Grommet

Component Description : Protection for cable feed through

Component Part Number : 069464

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

2023-03-28 Issue identified in production during the final verification at the end of the assembly line.

2023-03-28 Internal Prevost investigation was opened to identify the root cause and to determine if vehicles were delivered with this issue.

2023-03-30 Delivery Stop was issued to stop the delivery of new vehicles until the investigation is completed and corrective actions are implemented.

2023-03-31 Case was presented on Volvo PSWG. Decision made to raise the potential safety issue to Volvo Product Safety Committee (PSC) for review and determination.

2023-03-31 Internal campaign was launched to solve the issue on all vehicles in production before being delivered.

2023-03-03 Case was presented to Volvo PSC. It was concluded that there was a safety related defect and that a recall is needed.

2023-04-06 Safety Recall report submitted to authorities.

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

### Description of Remedy :

Description of Remedy Program : Prevost will inspect all concerned vehicles and, if required, replace the unsuitable grommet with a suitable one. 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 unsuitable component that was installed on certain vehicles during manufacturing. After the remedy, the unsuitable grommet will be replaced with a suitable one on all vehicles.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production on March 31, 2023, when an internal campaign was launched. All vehicles are corrected 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 26, 2023 - MAY 26, 2023

Planned Owner Notification Date : MAY 26, 2023 - MAY 26, 2023

\* NR - Not Reported