



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 22, 2024

Mr. Stephane Beauregard
Manager Product Safety and Certification
Prevost Car (US) Inc.
35 Bd Gagnon
Sainte-Claire 020

NEF-107DC
24V-213

Subject: Coolant Heater May Overheat

Dear Mr. Beauregard:

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/2010
PREVOST/X3-45/2024

Mfr's Report Date: March 20, 2024

NHTSA Campaign Number: 24V-213

Components:

EQUIPMENT
FUEL SYSTEM, DIESEL: PRE-HEATER

Potential Number of Units Affected: 37

Problem Description:

Prevost Car (US) Inc. (Prevost) is recalling certain 2010 H3-45 VIP, 2024 H3-45 and X3-45 vehicles. The coolant heaters may generate excessive exhaust gas and overheat.

Consequence:

Excessive exhaust gas may increase the risk of carbon monoxide poisoning, and an overheating heater increases the risk of a fire. Additionally, a vehicle fire may require an evacuation procedure in an uncontrolled traffic situation, increasing the risk of injury to passengers.

Remedy:

Vehicle owners are advised not to operate the heaters until they have been repaired. Prevost will inspect the coolant heaters, replace the damaged components, and clean the heater's internal components, as necessary. In addition, Prevost will adjust the air to fuel ratio. All repairs will be performed free of charge. Owner notification letters are expected to be mailed May 3, 2024. Owners may contact Prevost customer service at 1-866-870-2046. Prevost's number for this recall is SR24-13.

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