



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 12, 2024

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

NEF-107DC
24V-523

Subject: Wheelchair May Become Unstable/FVMSS 403 & 404

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/H3-41/2006-2007, 2014, 2018
PREVOST/H3-45/2005-2020, 2022-2024
PREVOST/H3-45 VIP/2019
PREVOST/X3-45/2005-2024
PREVOST/X3-45 COMMUTER/2017-2019, 2021-2023

Mfr's Report Date: July 9, 2024

NHTSA Campaign Number: 24V-523

Components:

EQUIPMENT ADAPTIVE/MOBILITY:WHEELCHAIR LIFT/RAMP

Potential Number of Units Affected: 2,653

Problem Description:

Prevost Car (US) Inc. (Prevost) is recalling certain 2005-2024 X3-45, 2017-2019 and 2021-2023 X3-45 Commuter, 2006-2007, 2014, and 2018 H3-41, 2005-2020 and 2022-2024 H3-45, and 2019 H3-45 VIP vehicles equipped with a wheelchair lift. The wheelchair platform bridging device may be too steep, which can cause the wheelchair to become unstable. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard numbers 403, "Platform Lift Devices" and 404, "Platform Lift Installations."

Consequence:

An unstable wheelchair increases the risk of injury to lift occupants.

Remedy:

Prevost will replace the wheelchair lift bridging device, free of charge. Owner notification letters are expected to be mailed August 28, 2024. Owners may contact Prevost customer service at 1-866-870-2046. Prevost's number for this recall is SR24-26.

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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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