

Part 573 Safety Recall Report

24E-027

Manufacturer Name : Prevost Car (US) Inc.

Submission Date : MAR 20, 2024

NHTSA Recall No. : 24E-027

Manufacturer Recall No. : ER24-14



Manufacturer Information :

Manufacturer Name : Prevost Car (US) Inc.

Address : 201 South Avenue

South Plainsfield NJ 07080

Company phone : 908-222-7211

Population :

Number of potentially involved : 7

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Eberspächer

Model : Hydronic L-II Heater

Part No. : 870012

Size : NR

Function : Coolant Heater

Descriptive Information : The population was determined based on the information provided by the coolant heater supplier. According to the supplier, all heaters manufactured from May 1, 2023, to January 31, 2024, are potentially defective. The subject components are all heaters manufactured during the indicated production dates.

A total of 7 coolant heaters are affected by the recall.

Production Dates : MAY 01, 2023 - JAN 31, 2024

Description of Defect :

Description of the Defect : According to the supplier, certain coolant heaters may generate excessive exhaust gas and could potentially overheat.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : According to the supplier, this condition may increase the risk of smoke poisoning from the exhaust fumes, and it could increase the risk of a fire.

In addition to the safety recall, Prevost recommends all customers to immediately stop using the heaters until they are remedied.

Description of the Cause : According to the supplier, the issue results from an inadequate air to fuel ratio

adjustment on the heaters produced from May 1, 2023, to January 31, 2024 (supplier manufacturing defect).

Identification of Any Warning that can Occur : In some cases, black smoke emanating from the heater, error messages visible on the heater's control unit, and reduced heating performances.

Involved Components :

Component Name : Hydronic L-II Coolant Heater

Component Description : Hydronic L-II Coolant Heater

Component Part Number : 870012

Supplier Identification :

Component Manufacturer

Name : Eberspächer Sütrak GmbH & Co. KG

Address : Heinkelstrasse 5
Renningen Foreign States 71272

Country : Germany

Chronology :

November 2023 to January 2024 Three reports of heater malfunctions were received from the Canadian market. The reports indicated that certain components located in the heater's combustion chamber exhibited thermal damage (self-extinguishing events). The reports were received on 2023-11-27, 2024-01-10, and 2024-01-23.

2024-02-21 One warranty claim from the Canadian market was received. The warranty claim indicated that the heater installed on a MY2024 Prevost H3-45 vehicle generated excessive exhaust smoke.

2024-03-08 The coolant heater supplier informed Prevost that a potential safety-related defect has been discovered in certain heaters sold to Prevost.

2024-03-12 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) to evaluate if there is a potential safety-related issue. Decision made to raise the potential safety issue to Volvo Product Safety Committee (PSC) for review and determination.

2024-03-13 Delivery stop was issued to stop the delivery of defective parts in the aftermarket until corrective actions are implemented.

2024-03-14 Case was presented to Volvo Product Safety Committee (PSC). It was concluded that there was a safety-related issue and that a recall is needed. In addition to the safety recall, PSC also adhered to the supplier's instructions and recommends all customers to immediately stop using the heaters until they are remedied.

2024-03-20 Defect Information Report submitted to authorities.

No accidents, injuries or fatalities related to this issue were reported.

Description of Remedy :

Description of Remedy Program : Prevost will inspect all subject heaters and, if required, clean the heater's internal components, replace damaged components, and adequately adjust the air to fuel ratio per the supplier's instructions. 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 : After the remedy, the heater's air to fuel ratio will be correctly adjusted per the supplier's instructions.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected on March 13, 2024, when a delivery stop was issued. The heater's air to fuel ratio is adequately adjusted per the supplier's instructions on all subject heaters prior to release for sale.

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 03, 2024 - MAY 03, 2024

Planned Owner Notification Date : MAY 03, 2024 - MAY 03, 2024

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR
Address : NR
NR
Country : NR
Company Phone : NR

* NR - Not Reported