

Part 573 Safety Recall Report

24V-213

Manufacturer Name : Prevost Car (US) Inc.**Submission Date :** MAR 20, 2024**NHTSA Recall No. :** 24V-213**Manufacturer Recall No. :** SR24-13**Manufacturer Information :****Population :**

Manufacturer Name : Prevost Car (US) Inc.

Number of potentially involved : 37

Address : 201 South Avenue
South Plainsfield NJ 07080

Estimated percentage with defect : 100 %

Company phone : 908-222-7211

Vehicle Information :

Vehicle 1 : 2010-2010 Prevost H3-45 VIP

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined based on vehicle history records and the information provided by the coolant heater supplier. The subject vehicle is one MY2010 Prevost H3-45 VIP that was potentially equipped with a defective heater installed by Prevost in the aftermarket.

A total of 1 MY2010 Prevost H3-45 VIP vehicle is affected by the recall.

Production Dates : DEC 15, 2009 - DEC 15, 2009

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2024-2024 Prevost H3-45

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined based on the vehicle production period and the information provided by the coolant heater supplier. The subject vehicles are certain MY2024 Prevost H3-45 vehicles manufactured during the indicated production dates. The recalled products are limited to these specific vehicles since they were the only ones potentially equipped with a defective coolant heater identified by the supplier.

A total of 25 MY2024 Prevost H3-45 vehicles are affected by the recall.

Production Dates : MAY 11, 2023 - NOV 10, 2023

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2024-2024 Prevost X3-45

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined based on the vehicle production period and the information provided by the coolant heater supplier. The subject vehicles are certain MY2024 Prevost X3-45 vehicles manufactured during the indicated production dates. The recalled products are limited to these specific vehicles since they were the only ones potentially equipped with a defective coolant heater identified by the supplier. A total of 11 MY2024 Prevost X3-45 vehicles are affected by the recall.

Production Dates : AUG 23, 2023 - DEC 15, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : According to the supplier, the coolant heater installed in the subject vehicles 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. A fire increases the risk of injury to vehicle occupants and persons around the vehicle. A fire may also require the evacuation of passengers in an uncontrolled traffic situation, which increases the risk of injury.

In addition to the safety recall, Prevost recommends all vehicle owners 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 1 : Hydronic L-II Coolant Heater

Component Description : Hydronic L-II Coolant Heater

Component Part Number : 870012

Supplier Identification :**Component Manufacturer**

Name : Eberspächer Süttrak 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 vehicles and 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 vehicle owners 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 vehicles 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 in production 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 vehicles 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 03, 2024 - MAY 03, 2024

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

* NR - Not Reported