

# Part 573 Safety Recall Report

# 24V-523

**Manufacturer Name :** Prevost Car (US) Inc.**Submission Date :** NOV 25, 2024**NHTSA Recall No. :** 24V-523**Manufacturer Recall No. :** SR24-26**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 : 2,653

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2005-2024 Prevost X3-45

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The population was determined by reviewing production records and identifying all vehicles equipped with a potentially non-compliant wheelchair lift bridging device.

The concerned vehicles are certain MY2005 to 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 equipped with a potentially non-compliant wheelchair lift bridging device.

A total of 1 MY2005, 1 MY2006, 7 MY2007, 38 MY2008, 156 MY2009, 8 MY2010, 39 MY2011, 124 MY2012, 74 MY2013, 146 MY2014, 128 MY2015, 217 MY2016, 122 MY2017, 134 MY2018, 166 MY2019, 127 MY2020, 16 MY2021, 1 MY2022, 36 MY2023, and 37 MY2024 Prevost X3-45 vehicles are affected by the recall.

Production Dates : JAN 14, 2005 - MAY 21, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2017-2023 Prevost X3-45 Commuter  
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES  
Body Style : OTHER  
Power Train : DIESEL

**Descriptive Information :** The population was determined by reviewing production records and identifying all vehicles equipped with a potentially non-compliant wheelchair lift bridging device.

The concerned vehicles are certain MY2017, MY2018, MY2019, MY2021, MY2022, and MY2023 Prevost X3-45 Commuter vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they were the only ones equipped with a potentially non-compliant wheelchair lift bridging device.

A total of 1 MY2017, 30 MY2018, 5 MY2019, 153 MY2021, 88 MY2022, and 89 MY2023 Prevost X3-45 Commuter vehicles are affected by the recall.

**Production Dates :** DEC 23, 2016 - OCT 21, 2022

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 3 : 2019-2019 Prevost H3-45 VIP  
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES  
Body Style : OTHER  
Power Train : DIESEL

**Descriptive Information :** The population was determined by reviewing production records and identifying all vehicles equipped with the potentially non-compliant wheelchair lift bridging device.

The concerned vehicle is one MY2019 Prevost H3-45 VIP vehicle manufactured during the indicated production date.

The recalled product is limited to this specific vehicle since it was the only one equipped with a potentially non-compliant wheelchair lift bridging device.

A total of 1 MY2019 Prevost H3-45 VIP vehicle is affected by the recall.

**Production Dates :** MAY 02, 2018 - MAY 02, 2018

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 4 : 2005-2024 Prevost H3-45

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The population was determined by reviewing production records and identifying all vehicles equipped with the potentially non-compliant wheelchair lift bridging device.

The concerned vehicles are certain MY2005 to 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 equipped with a potentially non-compliant wheelchair lift bridging device.

A total of 9 MY2005, 17 MY2006, 31 MY2007, 19 MY2008, 11 MY2009, 32 MY2010, 24 MY2011, 32 MY2012, 42 MY2013, 48 MY2014, 39 MY2015, 82 MY2016, 57 MY2017, 21 MY2018, 56 MY2019, 65 MY2020, 16 MY2022, 48 MY2023, and 51 MY2024 Prevost H3-45 vehicles are affected by the recall.

**Production Dates :** FEB 07, 2005 - MAY 07, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2006-2018 Prevost H3-41

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The population was determined by reviewing production records and identifying all vehicles equipped with the potentially non-compliant wheelchair lift bridging device.

The concerned vehicles are certain MY2006, MY2007, MY2014, and MY2018 Prevost H3-41 vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they were the only ones equipped with a potentially non-compliant wheelchair lift bridging device.

A total of 3 MY2006, 1 MY2007, 2 MY2014, and 2 MY2018 Prevost H3-41 vehicles are affected by the recall.

**Production Dates :** FEB 27, 2006 - MAY 11, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Noncompliance :

Description of the Noncompliance : The wheelchair lift bridging device installed on the concerned vehicles may not comply with Section 4.1.4 of FMVSS No. 404, which addresses the installation of wheelchair lifts in vehicles, and Section 6.4.4.2 of FMVSS 403, which specifies that the slope of any surface over which a passenger may traverse to enter or exit the platform must have a rise to run not greater than 1:8 on the portion of the rise between 13 mm (0.5 in) and 75 mm (3 in).

FMVSS 1 : 404 - Platform lift installations

FMVSS 2 : 403 - Platform lift systems

Description of the Safety Risk : The slope of the bridging device ("bridge plate") on the affected vehicles may exceed the rise-to-run ratio of 1:8 as specified in section 6.4.4.2 of FMVSS 403, potentially causing wheelchair instability and increasing the risk of injury.

Description of the Cause : This issue results from a Prevost design error.

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

## Involved Components :

Component Name 1 : Wheelchair lift

Component Description : Wheelchair lift

Component Part Number : 860069

Component Name 2 : Wheelchair lift

Component Description : Wheelchair lift

Component Part Number : 860107

Component Name 3 : Wheelchair lift

Component Description : Wheelchair lift

Component Part Number : 860117

Component Name 4 : Wheelchair lift

Component Description : Wheelchair lift

Component Part Number : 860662

Component Name 5 : Wheelchair lift

Component Description : Wheelchair lift

Component Part Number : 864798

Component Name 6 : Wheelchair lift

Component Description : Wheelchair lift

Component Part Number : 864809

Component Name 7 : Wheelchair lift

Component Description : Wheelchair lift

Component Part Number : 867833

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

2024-04-17 Issue identified in production during an internal Prevost audit.

2024-04-29 Internal Prevost investigation was opened to determine if the issue is potentially safety related or a non-compliance.

2023-05-30 Preliminary internal testing was performed in a Prevost vehicle. The maximum rise to run slop of 1:8 on the portion of the rise between 13 mm (0.5 in) and 75 mm (3 in) specified in FMVSS 403 was exceeded during this preliminary internal testing.

2024-06-11 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) to evaluate if there is a potential safety related issue. It was concluded that further investigation was required to complete the assessment.

2024-06-28 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) to evaluate if there is a

potential safety related non-compliance issue. Decision made to raise the potential safety related non-compliance issue to Volvo Product Safety Committee (PSC) for review and determination.

2024-07-04 Case was presented to Volvo Product Safety Committee (PSC). It was concluded that there was a safety-related non-compliance issue and that a recall is needed.

2024-07-04 Delivery Stop was issued to stop the delivery of vehicles until corrective actions are implemented.

2024-07-04 Internal campaign was launched to solve the issue on all vehicles in production before being delivered.

2024-07-09 Non-Compliance Information Report submitted to authorities.

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

## Description of Remedy :

**Description of Remedy Program :** Prevost will replace the bridging device on all potentially affected vehicles. 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 a component that does not comply with the applicable FMVSS, and not a defective component. After the remedy, the bridging device will comply with all applicable FMVSS requirements.

**Identify How/When Recall Condition was Corrected in Production :** The recall condition was corrected in production on July 4, 2024, 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 :** FEB 03, 2025 - FEB 03, 2025

**Planned Owner Notification Date :** FEB 03, 2025 - FEB 03, 2025

\* NR - Not Reported