

PREVOST SAFETY RECALL ER24-014
NHTSA SAFETY RECALL # 24E027
May 2024

ER24-014
«customer»
«add» «Bulletin»
«city», «st» «zip»
USA

IMPORTANT SAFETY RECALL

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Prevost Car (US) Inc. has decided that a defect which relates to motor vehicle safety exists in certain Eberspächer Hydronic L-II coolant heaters sold through its parts network from May 2023 to January 2024.

You are receiving this notice because our records indicate that you may have purchased at least one coolant heater from a Prevost Parts Center.

Prevost Part Number	Description
870012	WATER HEATER HYDRONIC L-II

DEFECT DESCRIPTION

The coolant heaters may generate excessive exhaust gas and overheat.

SAFETY RISK

Excessive exhaust gas 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.

IDENTIFICATION OF ANY WARNING THAT CAN PRECEDE

In some cases, black smoke emanating from the heater, error messages visible on the heater's control unit, and reduced heating performances.

REMEDY PROGRAM

Prevost will inspect all subject coolant heaters if installed on a vehicle, 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.

According to our records, you have purchased the following equipment involved in this safety recall ER24-014:

Invoice #	Prevost Part Number	Description	Quantity
«Invoice»	870012	WATER HEATER HYDRONIC L-II	«Quantity»

For non-installed coolant heaters, return to Prevost for reimbursement.

WHAT YOU NEED TO DO

Please make an appointment to your nearest Prevost Service Center and refer to Safety Recall ER24-014 to have the coolant heater inspected and repaired as required.

The work will be performed by a Prevost Service Center, following the Safety Recall ER24-014 procedure that can be found on Prevost Technical Publications web site at this address:

<http://techpub.prevostcar.com/en/>

The time to inspect and repair your coolant heater if required, is approximately one hour and a haft (1.5 h).

PART AND LABOR CLAIM

The parts and labor will be done by a Prevost Service Center free of charge as describe in ER24-014, thus, you will not need to proceed to a claim.

NOTICE REGARDING LEASED VEHICLES

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to send a copy of this Notice to all Lessees within 10 days.

PRE-NOTIFICATION REMEDIES

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Prevost Car US will reimburse the claimant by check for the reasonable amount paid for repairs (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the defect as stated in the safety recall notification. *To qualify, repairs must*

have been completed no earlier than one year prior to the release of the recall and no later than 10 days after the release of the recall mailing of the initial customer notification letter pertaining to the recall. To get reimbursed, please file an online warranty claim following normal Campaign procedures if you are a registered customer, otherwise, contact the Prevost Warranty Department at 1-866-870-2046 for reimbursement instructions.

REIMBURSEMENT OF PRE-NOTIFICATION REMEDIES

When a Prevost vehicle is affected by a safety recall and the owner/purchaser (claimant) has the safety-related defect or FMVSS regulatory noncompliance remedied at their own expense prior to receiving the manufacturer notification of the safety recall, Prevost Car (US) Inc. will reimburse the owner/purchaser for the reasonable amount paid (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the safety-related defect or FMVSS regulatory noncompliance as described in the safety recall notification. To qualify, repairs must have been completed no earlier than one year prior to the release of the safety recall (notification to the government) and no later than 10 days after the last mailing of the initial customer notification letter pertaining to the recall. To get reimbursed, please file an online warranty claim following normal campaign procedure if you are a registered customer, otherwise, please contact the Prevost Warranty Department at 1-866-870-2046 for reimbursement instructions.

CHANGE OF ADDRESS

If your address has changed, please help us update our records. Use the link below to access the Prevost Warranty Support web page:

<https://prevostcar.com/contact/warranty>

Click on the link '**Change of address or ownership**', fill the form, save it and email the file to prevost.warranty@volvo.com

ASSISTANCE

If you need assistance, please contact your nearest Prevost Service Center. You will find the Prevost Parts & Service Centers location at this address:

<https://prevostcar.com/contact/parts-service-center>

COMPLAINTS

You may submit a complaint if you believe that Prevost Car US has failed or is unable to remedy the defect without charge or within a reasonable time.

You may submit the complaint to the Administrator of the National Highway Traffic Safety Administration located at 1200 New Jersey Avenue SE, Washington, DC 20590, USA or call the toll-free Vehicle Safety Hotline at: 1-888-327-4236, (TTY): 1-800-424-9153) or go to <http://www.safercar.gov>

US recall notif letter

We regret any inconvenience this may cause to your operations but hope you will appreciate our sincere efforts to demonstrate Prevest's commitment to provide our customers with the best possible product.

Truly yours,

Prevest Service Team