



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 17, 2025

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

NEF-107DC
25V-243

Subject: Emergency Exit Windows Difficult to Open/FVMSS 217

Dear Mr. Beaugard:

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/H3-45/2025
PREVOST/X3-45/2025

Mfr's Report Date: April 14, 2025

NHTSA Campaign Number: 25V-243

Components:

STRUCTURE:EMERGENCY:ESCAPE/EGRESS/EXIT

Potential Number of Units Affected: 15

Problem Description:

Prevost Car (US) Inc. (Prevost) is recalling certain 2025 Prevost H3-45 and X3-45 motorcoaches. The release mechanism on the emergency exit windows may be difficult to open in an emergency situation. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 217, "Bus Emergency Exits and Window Retention and Release."

Consequence:

Emergency exits that are difficult to open can prevent or delay passengers from exiting during an emergency, increasing their risk of injury.

Remedy:

Prevost will inspect and adjust the emergency exit windows as necessary, free of charge. Owner notification letters are expected to be mailed May 29, 2025. Owners may contact Prevost's customer service at 1-866-870-2046. Prevost's number for this recall is SR25-10.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 888-327-4236 (TTY 888-275-9171) or go to [nhtsa.gov](https://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