



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V243

Manufacturer Name: Prevost Car (US) Inc.

Submission Date: Jun 19, 2025

NHTSA Recall No.: 25V243

Manufacturer Recall No.: SR25-10

Manufacturer Information

Population

Manufacturer Name: Prevost Car (US) Inc.

Address: 201 South Avenue
South Plainsfield NJ, 07080

Total number of potentially involved: 0

Estimated percentage with defect: 80%

Vehicle Information

Vehicle 1: 2025-2025 Prevost H3-45

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Jan 06, 2025 - Jan 14, 2025

Number of potentially involved:

Descriptive Information:

The population was determined by reviewing production records and identifying all vehicles equipped with potentially non-compliant emergency exits.

The concerned vehicles are certain MY2025 Prevost H3-45 vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones equipped with a redesigned emergency exit release mechanism.

A total of 4 MY2025 Prevost H3-45 vehicles are affected by the recall.

Vehicle 2: 2025-2025 Prevost X3-45

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Jan 07, 2025 - Jan 16, 2025

Number of potentially involved:

Descriptive Information:

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The population was determined by reviewing production records and identifying all vehicles equipped with potentially non-compliant emergency exits.

The concerned vehicles are certain MY2025 Prevost X3-45 vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones equipped with a redesigned emergency exit release mechanism.

A total of 11 MY2025 Prevost X3-45 vehicles are affected by the recall.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The emergency exits on the concerned vehicles may not comply with FMVSS 217 S5.3.2.1(b)(3) because the force required to open the emergency window exits may exceed 270 N.

FMVSS1: 217 - Bus emergency exits and window retention and release

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

In an emergency evacuation situation, a non-compliance with FMVSS 217 S5.3.2.1(b)(3) could increase passenger evacuation time and the risk of injury.

Description of the cause:

During the vehicle manufacturing, the emergency window exits may not have been properly adjusted by Prevost.

Identification of any warning that can occur:

During periodic vehicle maintenance and pre-trip inspection, a user may experience additional force required to open the emergency exit.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name:

Address:

Country:

Involved Components

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Component Name 1: Rotary Latch

Component Description: Emergency Exit Window Latching Mechanism

Component Part Number: 902021

Chronology

2025-03-11 Certain emergency exit windows that did not open adequately were identified during an internal Prevest production audit. 2025-03-12 Internal Prevest investigation was opened to identify the root cause and to determine if the issue is safety related or a non-compliance. 2025-03-12 Delivery Stop was issued to stop the delivery of new vehicles until the investigation is completed and corrective actions are implemented. 2025-03-18 A field survey was initiated on a sample of delivered vehicles to assess whether the audit finding was an isolated occurrence. 2025-03-27 Preliminary field survey results were obtained. The survey reveals that 80% of the inspected vehicles had at least one emergency exit window that did not open properly. 2025-04-01 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) to evaluate if there is a potential non-compliance issue. Prevest considered the information included in the internal Prevest audit report combined with the field survey results when evaluating the existence of a potential non-compliance. Decision made to raise the potential non-compliance issue to Volvo Product Safety Committee (PSC) for review and determination. 2025-04-09 Case was presented to Volvo Product Safety Committee (PSC). It was concluded that there was a non-compliance issue and that a recall is needed. 2025-04-14 Noncompliance Information Report submitted to authorities. No warranty claims related to this issue. No field reports, incidents, accidents, injury, or fatality were reported.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Inspect, Replace

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Prevest will inspect and, if required, adequately adjust the emergency exit windows on all potentially affected vehicles. Letters will be sent to customers to instruct them how to proceed. Prevest 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 Prevest reimbursement plan.

How remedy component differs from recalled component:

The issue concerns an inadequately installed component, and not a defective component. After the remedy, the emergency exit windows will be adequately adjusted on all vehicles, ensuring compliance with the applicable FMVSS requirements.

Identify how/when recall condition was corrected in production:

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The recall condition was corrected in production on March 14, 2025, when an internal campaign was launched. All vehicles are corrected prior to delivery. The emergency exit window adjustment process was enhanced to avoid future occurrences.

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

Please note that Prevest 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: No Dealers

Planned Interim Owner Notification Date: May 27, 2025 - May 27, 2025 No Owners

Planned Remedy Owner Notification Date: Sep 01, 2025 - Sep 01, 2025 Phased Recall

Date when VIN will be searchable: Apr 16, 2025