



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V738

Manufacturer Name: Prevost Car (US) Inc.

Submission Date: Oct 29, 2025

NHTSA Recall No.: 25V738

Manufacturer Recall No.: SR25-311

Manufacturer Information

Population

Manufacturer Name: Prevost Car (US) Inc.

Address: 201 South Avenue
South Plainsfield NJ, 07080

Total number of potentially involved: 31

Estimated percentage with defect: 42%

Vehicle Information

Vehicle 1: 2025-2025 PREVOST X3-45 COMMUTER

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: May 10, 2024 - Jun 17, 2025

Number of potentially involved: 31

Descriptive Information:

The population was determined by reviewing production records and identifying all vehicles equipped with potentially incorrectly installed wheelchair seatbelt anchors.

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

The recalled products are limited to these specific vehicles since they are the only ones equipped with incorrectly installed seatbelt anchors.

A total of 31 MY2025 Prevost X3-45 Commuter vehicles are affected by the recall.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Due to a Prevost vehicle assembly issue, the wheelchair seatbelt anchorage may have been improperly installed. As such, the vehicles concerned may not comply with S4.2.2 of Federal Motor Vehicle Safety Standard (FMVSS) No. 210, Seat belt assembly anchorages.

FMVSS1: 210 - Seat belt assembly anchorages

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FMVSS2:

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

In the event of an accident, the wheelchair seatbelt anchor may fail, increasing the risk of injury.

Description of the cause:

During the vehicle manufacturing, the wheelchair seatbelt anchor may not have been properly installed by Prevost.

Identification of any warning that can occur:

There is no warning associated with this issue.

Component Manufacturer

Tier of Supplier:

Supplier Type: OEM

Name: Prevost

Address: 35 Boulevard Gagnon
Sainte-Claire Foreign States, G0R2V0

Country: Canada

Involved Components

Component Name 1: Kit Retractable Shoulder Belt

Component Description: Kit Retractable Shoulder Belt

Component Part Number: 867950

Chronology

2025-10-02 Issue identified during an internal Prevost audit.

2025-10-07 Internal Prevost investigation was opened to determine if the issue is potentially safety related or a non-compliance.

2025-10-09 One warranty claim related to this issue was reported. The warranty claim was received on July 24, 2025, and indicated that one MY2025 X3-45 Commuter exhibited inadequately fastened wheelchair seatbelt anchors.

2025-10-15 Internal campaign was launched to inspect and remedy all vehicles in production before being delivered.

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2025-10-16 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) to evaluate if there is a potential non-compliance issue. Prevost considered the information included in the internal Prevost audit report and the warranty claim when evaluating the existence of a potential non-compliance. Decision made to raise the potential safety related non-compliance issue to Volvo Product Safety Committee (PSC) for review and determination.

2025-10-23 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.

2025-10-29 Non-Compliance Information Report submitted to authorities.

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

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Repair

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Prevost will inspect and, if required, adequately install the wheelchair seatbelt anchor on all potentially affected vehicles. Letters will be sent to customers to instruct them 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 an inadequately installed component, and not a defective component. After the remedy, the wheelchair seatbelt anchor will be adequately installed on all vehicles, ensuring compliance with the applicable FMVSS requirements.

Identify how/when recall condition was corrected in production:

The recall condition was corrected in production on October 15, 2025, when an internal campaign was launched. All vehicles are corrected prior to delivery. The wheelchair seatbelt anchor installation process was enhanced to avoid future occurrences.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Part 573 Safety Recall Report**25V738****Description of recall schedule:****Planned Dealer Notification Date:** No Dealers**Planned Interim Owner Notification Date:** Dec 12, 2025 - Dec 12, 2025 No Owners**Planned Remedy Owner Notification Date:** Dec 12, 2025 - Dec 12, 2025 Phased Recall**Date when VIN will be searchable:** Nov 07, 2025