



PREVOST

SAFETY RECALL


SR25-10

DATE :	September 2025	SECTION :	18 BODY
SUBJECT:	ADJUSTMENT OF EMERGENCY EXIT WINDOWS RELEASE MECHANISM		

First Release

mm-jj-yyyy

APPLICATION

<i>NOTICE TO SERVICE CENTERS</i>	
<i>Verify vehicle eligibility by checking warranty bulletin status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of PrevoSt website.</i>	
Model	VIN 
H3-45 coaches Model Year: 2025	
X3-45 coaches Model Year: 2025	
<p>This Safety Recall does not necessarily apply to all the above-mentioned vehicles. Some vehicles may also have been modified before delivery. The owners of the vehicles affected by this recall will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.</p>	

DESCRIPTION

On vehicles affected by this recall, the release mechanism of the emergency exit windows must be inspected and properly adjusted.

The bulletin must be performed by a **PrevoSt representative**. Contact your nearest PrevoSt Service Center, or PrevoSt Service Managers to schedule an appointment at your earliest convenience.

MATERIAL

Order kit **SR25-10** which contains the following parts:

Part No.	Description	Qty
291979	STRIKER PIN	13

Other parts that may be required:

Part No.	Description	Qty
5002015	WSH BEL SPR SS 301 6.2X18X9 (M6,#12)	AR

SPECIAL TOOLS

Part No.	Description
G40162	WINDOW TENSION MEASUREMENT JIG
-	DIGITAL ANGLE GAUGE

NOTE

Material can be obtained through regular channels.

SAFETY PRECAUTIONS

- Eye protection should always be worn when working in a shop.
- Rules for Personal Protection Equipment should always be respected. Wear your PPE including but not limited to the following:



Safety First!



PROCEDURE



DANGER

Park vehicle safely, apply parking brake, stop the engine. Prior to working on the vehicle, set the ignition switch to the OFF position and trip the main circuit breakers equipped with a trip button. On Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

Lockout & Tag out (LOTO) must be performed during set-up, maintenance or repair activities. Refer to your local procedure for detailed information regarding the control of hazardous energy.

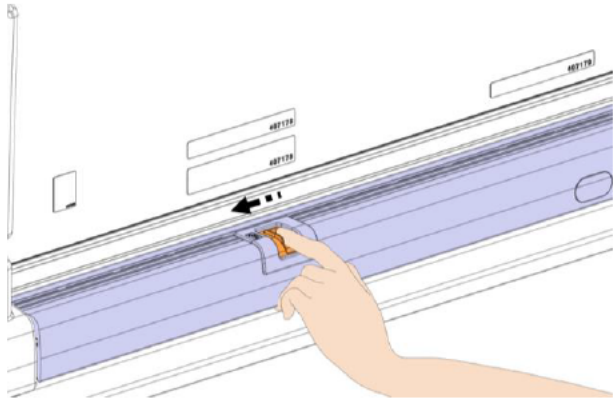
Part 1: Emergency exit windows adjustment

IMPORTANT NOTE

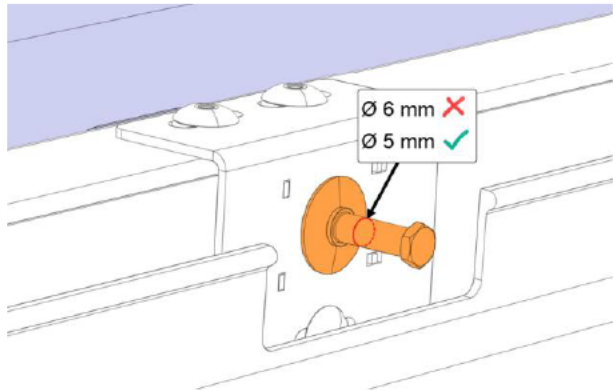
Perform the procedure in Part 1 for each emergency exit window, then proceed to Part 2. Once all release mechanism are properly adjusted, carry out the checklist LFV141 in appendix.

STRIKER PINS INSPECTION AND REPLACEMENT

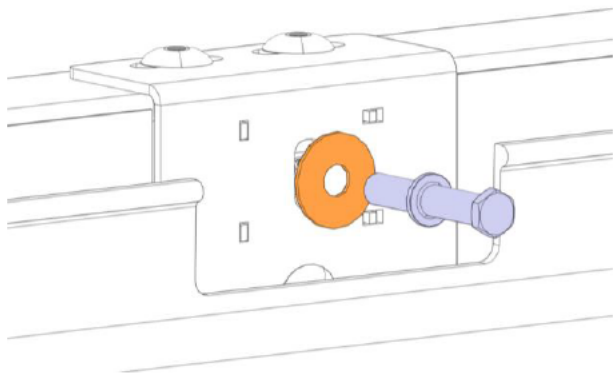
1. Slide the red button and push the bottom of the window outwards.



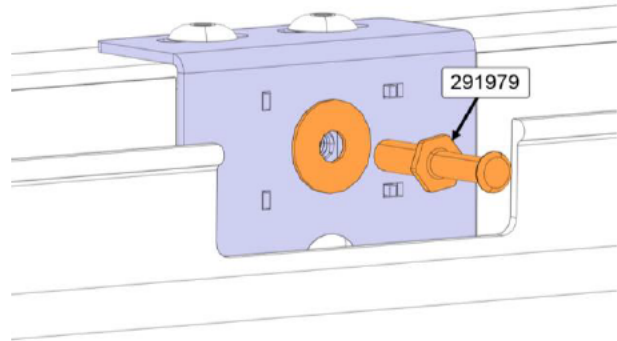
2. Measure the diameter of the striker pin.
 - If the diameter is 6 mm, go to the next step to replace the striker pin.
 - If the diameter is 5 mm, close the exit window. No further action is required; the bulletin is complete.



3. Remove the striker pin. Discard the pin and keep one washer.

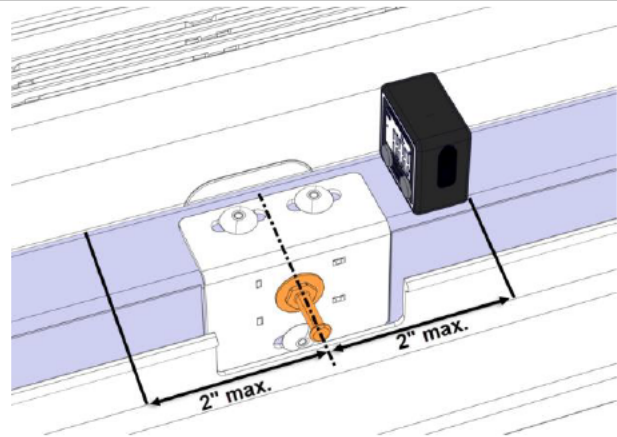


- Reuse the washer and install new striker pin 291979.

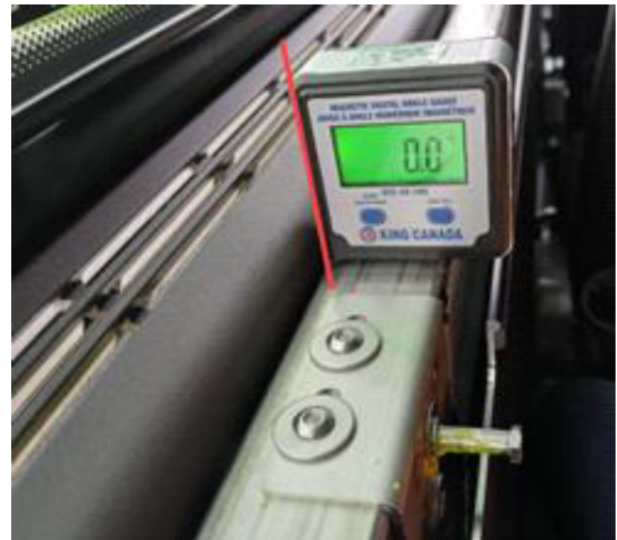


HANDLE ANGLE ADJUSTMENT

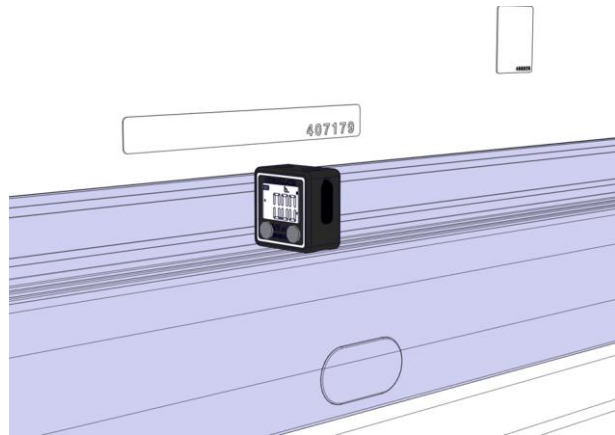
- With the window open, place the digital angle gauge on the lower window frame tube, ensuring it is within a maximum distance of 2 in. from the striker pin on either side.



- Position the angle gauge flush with the edge of the lower window frame tube, resting against the release handle.
- Zero the angle gauge.



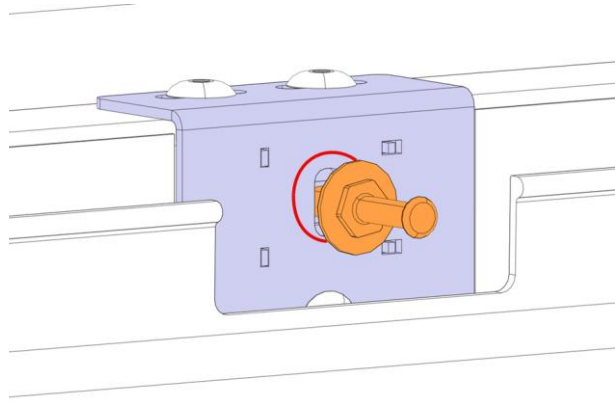
4. Close the window until the handle is fully latched.
5. Place the angle gauge on the handle, aligned with the striker pin and resting against the window extrusion. Keep the gauge in the same orientation.



6. Check the angle reading on the gauge.
 - If the angle is between -7° and 0° , proceed to “**release mechanism validation**” section.
 - If the angle is outside this range, go to the next step.



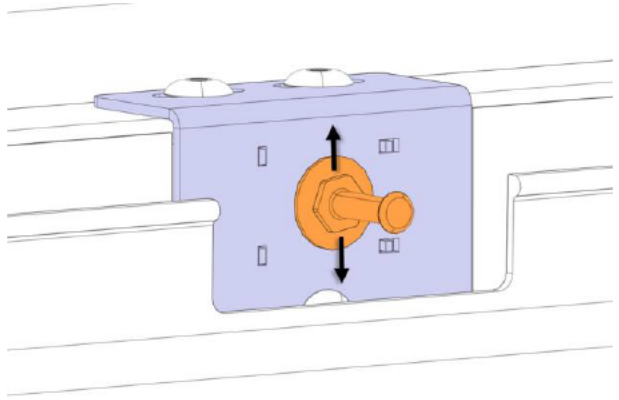
7. Mark the current position of the washer. Then, loosen the striker pin.



8. Adjust the height of the striker pin to correct the handle angle:

- If the measured angle is above 0° , lower the striker pin (relative to the mark) to reduce the angle.
- If the measured angle is below -7° , raise the striker pin (relative to the mark) to increase the angle.

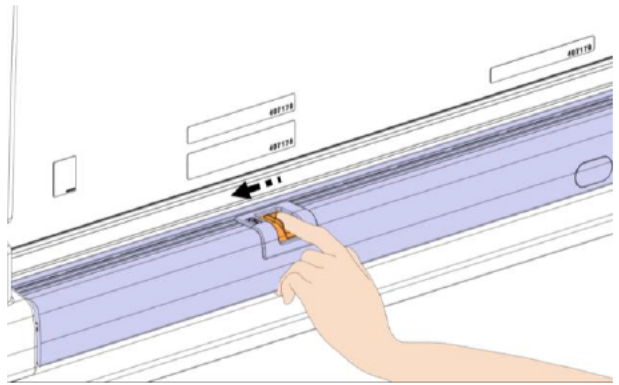
9. Retighten the striker pin.



10. Repeat steps 1-6 to verify that the handle angle is within the specified range.

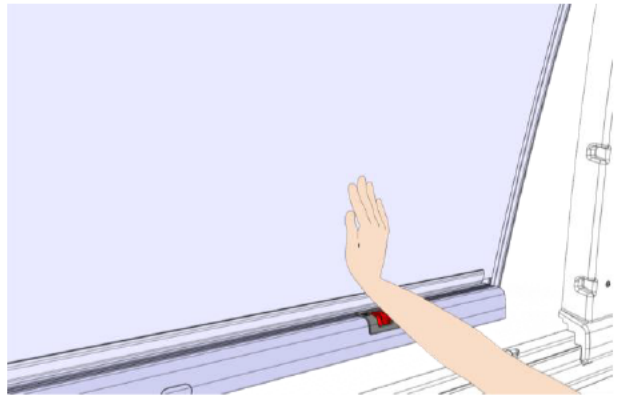
RELEASE MECHANISM VALIDATION

1. Slide the red button to the left to unlatch the release handle.

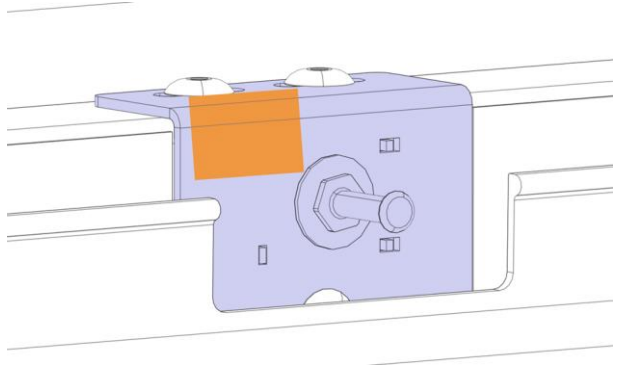


2. Gently push the window outward with your hand positioned just above the button.

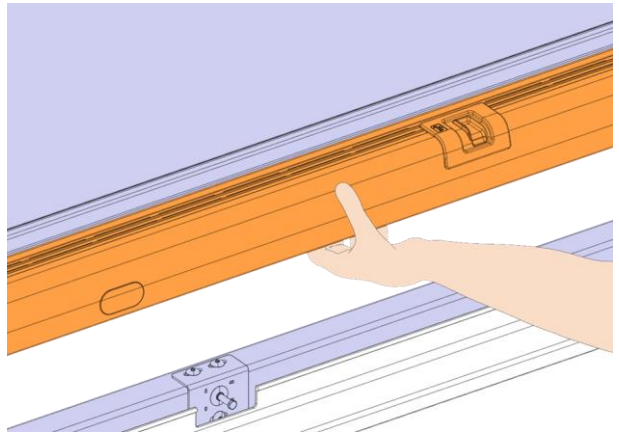
3. Ensure the window opens freely until it clears the bottom of the frame.



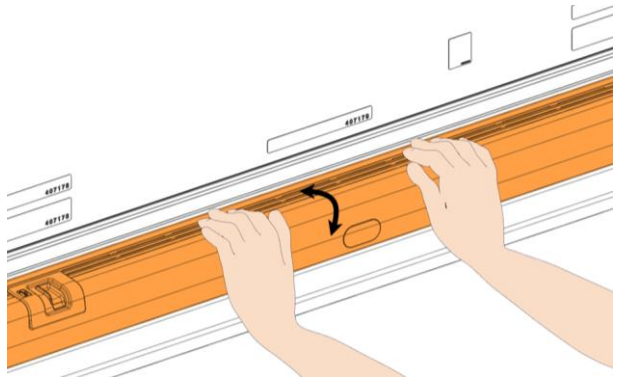
4. Apply masking tape on the striker pin support.



5. Pull the handle, then press it inward until the window is closed.
6. Ensure that the window engages completely and without resistance.



7. Press the handle and verify free play exists between the striker pin and latch, allowing it to pivot slightly.

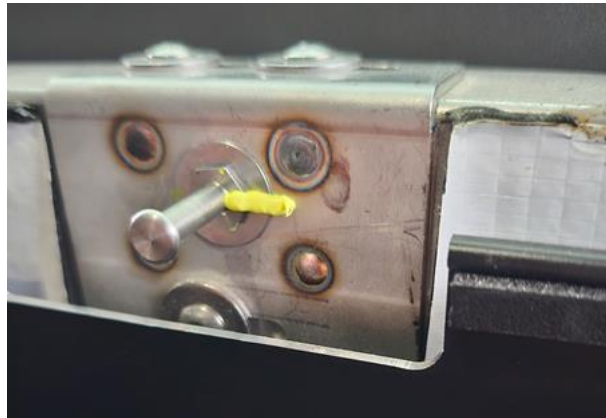


8. Reopen the emergency exit window and inspect the masking tape for contact between the striker pin support and the latch:

- If the masking tape has no scratches and checks in steps 3, 6, and 7 are satisfactory, go to the next step.
- If the masking tape has scratches or any checks in steps 3, 6, or 7 are not satisfactory, refer to the following sections.

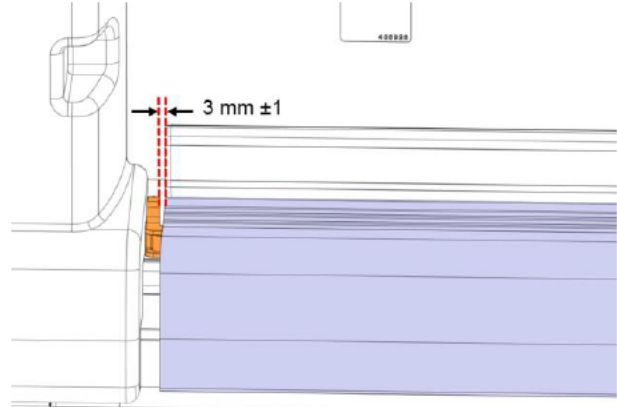


9. Tighten the striker pin to **75 lb-in.**
10. Apply yellow torque seal mark.
11. Close the window. Part 1 is complete.

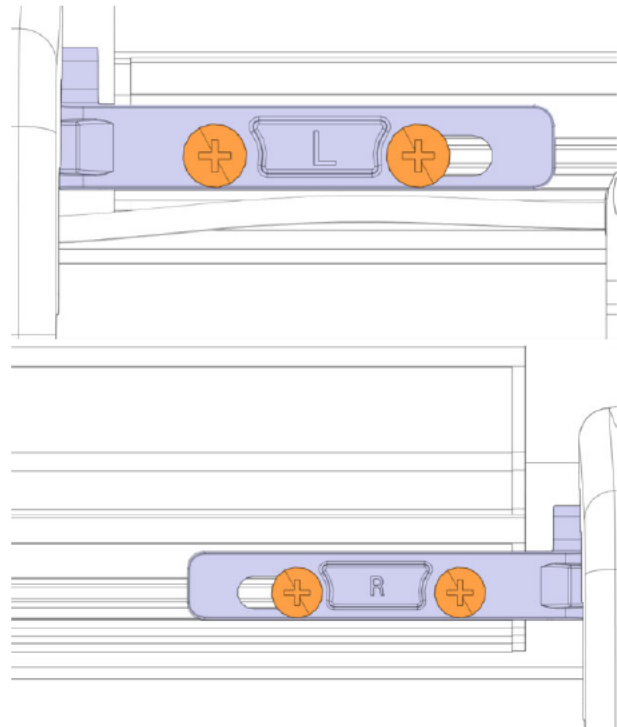


HANDLE STOP ADJUSTMENT (ONLY IF REQUIRED)

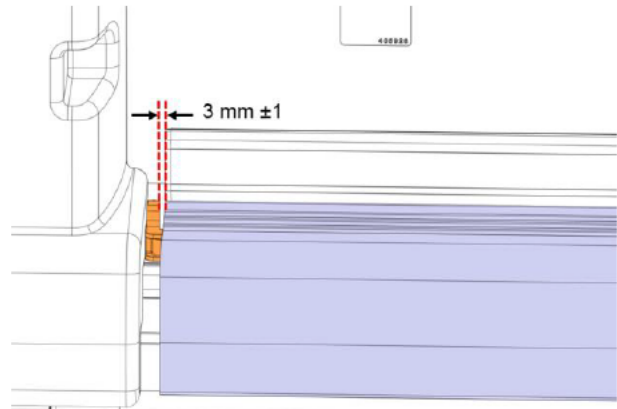
1. Measure the gap between the handle and both left and right stops.
 - If the gap is 2–4 mm, no adjustment is required; go to the next section.
 - If the gap is outside this range, proceed to the next step.



2. Open the emergency exit window.
3. Loosen the two screws and reposition the stop until the gap is within the specified range.



4. Close the handle and confirm that the gap between the handle and both stops is adjusted to 3mm ±1 mm.



5. Perform “**Release mechanism validation**” section (see page 7):

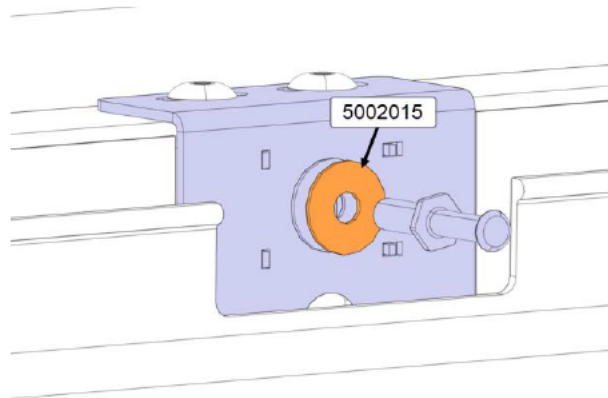
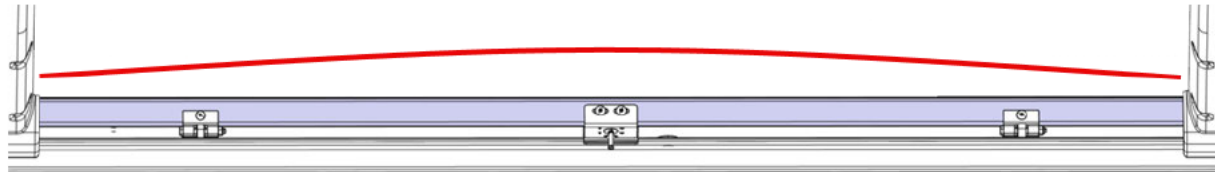
- If all validation checks are OK, Part 1 is complete.
- If any validation check is not OK, proceed to the next section.

WINDOW STRUCTURE TUBE INSPECTION (ONLY IF REQUIRED)

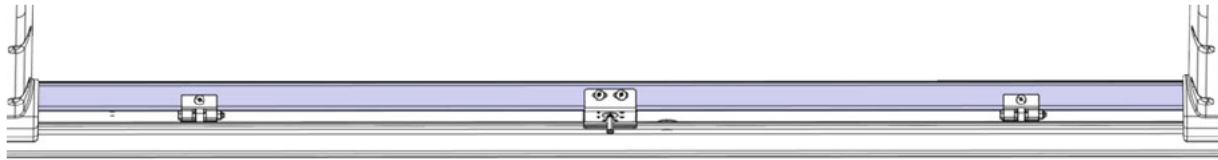
1. Use the edge of the open handle to check the straightness of the bottom window frame tube. If the tube is straight, proceed to the next section.



2. If the structure tube is bowed outward, unscrew the striker pin and add washers 5002015 as required to correct the deviation.



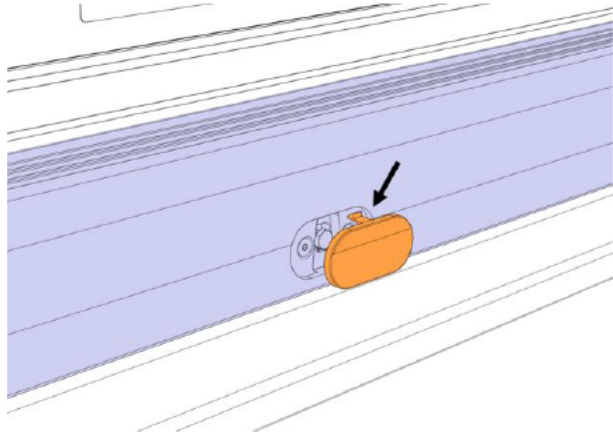
3. If the structure tube is bowed inward, readjust the handle angle to the increased range of -7° to $+2^{\circ}$ as described in “Handle angle adjustment” section.



4. Perform “Release mechanism validation” section (see page 7):
- If all validation checks are OK, Part 1 is complete.
 - If any validation check is not OK, proceed to the next section

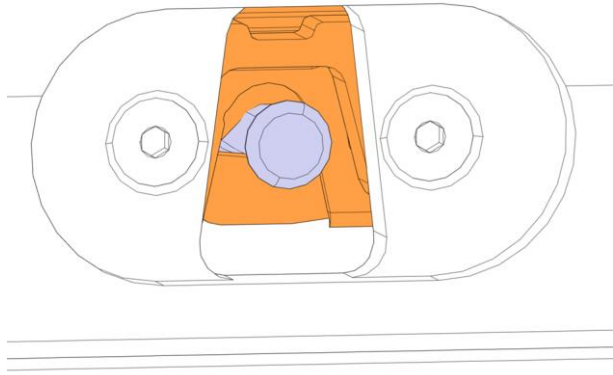
LATCH INSPECTION (ONLY IF REQUIRED)

1. Remove the striker pin cover from the handle.



2. Inspect whether the latch binds on the striker pin when opening the window.

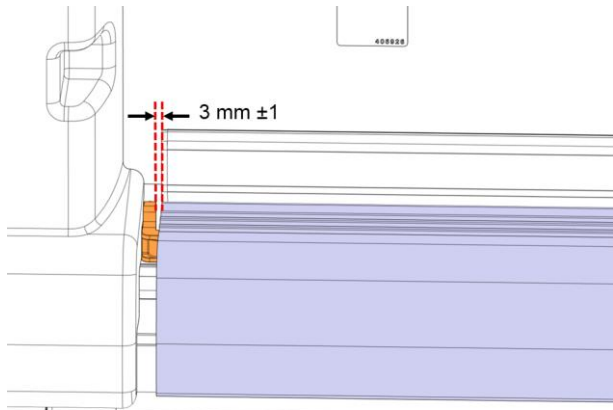
- If OK, no action is required.
- If not OK, proceed to the next step.



3. Using a hammer and chisel, gradually shift the striker pin support to the left. Inspect after each adjustment until the latch no longer binds on the pin.



4. Perform the “**Handle stop adjustment**” section, if needed.



5. Perform “Release mechanism validation” section (see page 7).

- If all validation checks are OK, Part 1 is complete.
- If any validation check is not OK, contact prevost.techpub@volvo.com

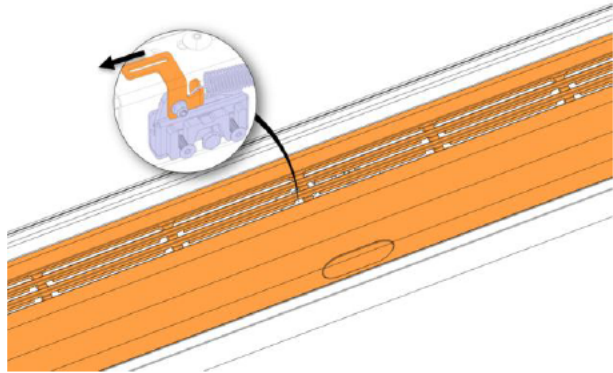
Part 2: Non-opening windows adjustment (for vehicles equipped with wheelchair lift)

STRIKER PINS REPLACEMENT FOR NON-OPENING WINDOWS

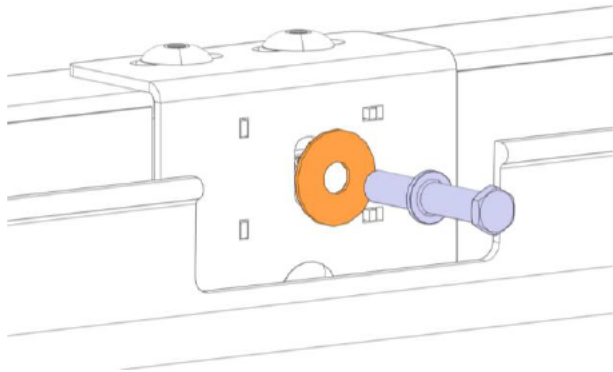
1. Using a tool, pull the latch trigger to the left to open the window.

IMPORTANT NOTE

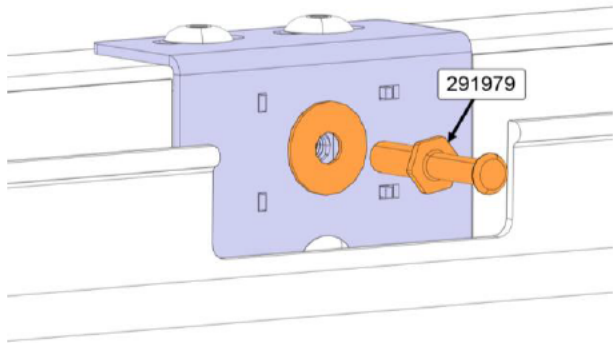
Non-opening windows are located before and after the wheelchair access door.



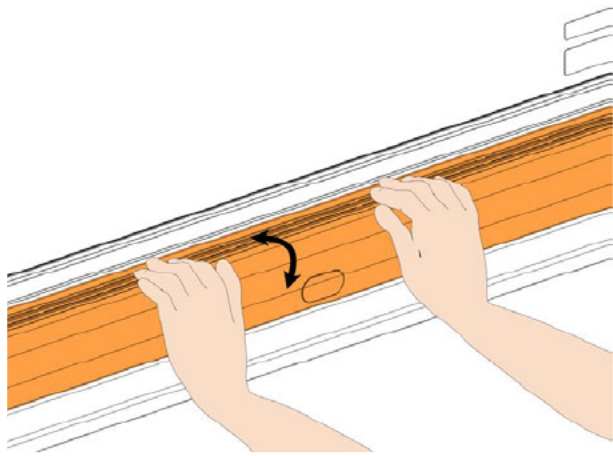
2. Remove the striker pin. Discard the pin and keep one washer.



3. Reuse the washer and install new striker pin 291979.
4. Tighten the striker pin to 75 lb-in.
5. Apply yellow torque seal mark.



6. Close the window and ensure that it engages completely and without resistance.
7. Once closed, check that the handle can pivot, with some play between the striker pin and the latch.



MANDATORY FINAL VALIDATION

Carrying out the checklist LVF141 in appendix and returning the completed form to the technical publications team at prevost.techpub@volvo.com is mandatory.

PARTS DISPOSITION

Discard waste according to applicable environmental regulations (Municipal/State[Prov.]/ Federal)

WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you the parts and 4 hours (4.0) of labor upon receipt of a completed A.F.A. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under service \ warranty section).

- Use Claim Type: "Bulletin/Recall" and select "Safety Recall SR25-10".

Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Sheet" provided with this bulletin and return it to our warranty department by Email at prevost.warranty@volvo.com or by fax at 418-831-9301.

OTHER

VBC Bulletin	N/A
Fail Code	18.12
Defect Code	09
Syst.Cond	R
Causal Part	5000118

Access all our Service Bulletins on
<http://techpub.prevostcar.com/en/>
or scan the QR-Code with your smart phone.

E-mail us at prevost.techpub@volvo.com and type "ADD" in
the subject to receive our warranty bulletins by e-mail.



APPENDIX

For internal use only

CHECKPOINT

LVF141 Rév. 28, Date eff. 23 Mai 2025

DATE: _____

Véh.: _____

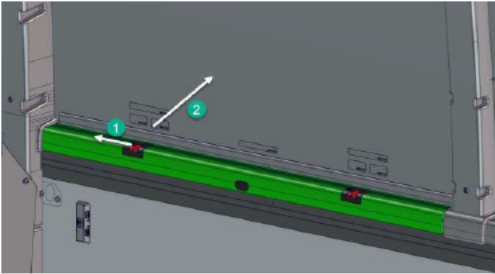
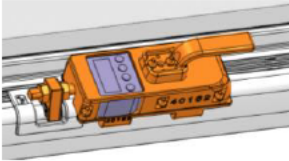
CHECKING OPENING WINDOW TRIGGERS

Vehicle type (check): Coach H1 or H3, Coach X complete sections 1 and 2 MTH,

VIP with opening window, complete section 1

MTH, VIP with sliding window, complete section 3

VIP, MTH with electric awning window, complete section 4

POINT	SPEC	INST.	Reading
1	Autocar	8lbs± 5 [3lbs;13lbs]	Balance G40162
	Check the action force of the buttons and the correct triggering of the window handle	Bouton 1	Bouton 2
	Open the handle by following these steps: 1 – Push the button to the left and maintain the force while the handle is released. 2 – Gradually push the window opposite one of the opening buttons. The window should open freely (until it lifts off the bottom of the structure).	Reading	Opening handle according to photo Signature
	 		
	Left side: H345= 6 readings, X3=4 or 7 readings		
	Opening window #1		
	Opening window #2		
	Opening window #3		
	Opening window #4		
	Opening window #5		
	Opening window #6		

Verified by: _____

