



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 14, 2019

Mr. Tim Lafon  
Vice President, Regulatory Affairs  
Prevost Cars, Inc.  
35 Boulevard Gagnon  
P.O. Box 26115  
Greensboro, NC 27402

NEF-150MR  
19V-565

**Subject:** Engine May Overheat and Shutdown

Dear Mr. Lafon:

This letter serves to acknowledge Prevost Cars, 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/H3-45/2017-2020  
PREVOST/X3-45/2017-2020

**Mfr's Report Date:** July 31, 2019

**NHTSA Campaign Number:** 19V-565

**Components:**

ENGINE

**Potential Number of Units Affected:** 1,440

**Problem Description:**

Prevost Cars, Inc. (Prevost) is recalling certain 2017-2020 X3-45 Coach, Commuter, VIP, and VIP Entertainer buses, and H3-45 Coach and VIP buses. Under certain conditions, such as high altitude and heavy climbing, the engine may overheat and shutdown.

**Consequence:**

If the engine unexpectedly shuts down, passengers may have to be transferred to another vehicle on the side of the road, increasing the risk of an injury. If the engine unexpectedly shuts down while the vehicle is in motion, there is an increased risk of crash.

**Remedy:**

Prevost will notify owners and will update the engine software, free of charge. The recall is expected to begin September 20, 2019. Owners may contact Prevost customer service at 1-866-870-2046.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

The Office of Defects Investigation received field reports in a 2018Q4 submission that seem to relate to this issue, predating the information supplied in your chronology by over a year. Please review your field reports, and if they do relate to this issue, please amend your supplied chronology.

Please be reminded of the following requirements:

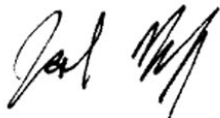
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six 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.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement