

# Part 573 Safety Recall Report

## 22V-918

**Manufacturer Name :** Prevost Car (US) Inc.

**Submission Date :** JAN 10, 2023

**NHTSA Recall No. :** 22V-918

**Manufacturer Recall No. :** SR23-02



### Manufacturer Information :

Manufacturer Name : Prevost Car (US) Inc.

Address : 201 South Avenue  
South Plains NJ 07080

Company phone : 908-222-7211

### Population :

Number of potentially involved : 22

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2017-2018 Prevost X3-45

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The population was determined by identifying all vehicles currently operating with the defective software versions.

The concerned vehicles are certain MY2017 to MY2018 Prevost X3-45 buses manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones operating with the defective software versions.

A total of 16 MY2017 Prevost X3-45 and 6 MY2018 Prevost X3-45 vehicles are affected by the recall.

Production Dates : APR 21, 2016 - JUL 07, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

### Description of Defect :

**Description of the Defect :** On certain vehicles, the engine stop button located in the engine compartment may not stop the engine when it is running.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** The engine stop button may not stop the engine, thus increasing the risk of injury to mechanics when performing repair work in the engine compartment. Prevost has not received any reports of death or injury associated with this defect. Therefore, we consider this as a proactive measure to protect the public from the potential risk associated with this

defect.

Description of the Cause : The issue results from a Prevost software development error (the software did not include the stop function when the engine is running).

Identification of Any Warning that can Occur : There is no warning with this issue.

### Involved Components :

Component Name 1 : Vehicle Software

Component Description : Vehicle Software

Component Part Number : 06100173 Revision P08

Component Name 2 : Vehicle Software

Component Description : Vehicle Software

Component Part Number : 06100076 Revision P37

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

2022-07-28 One field report involving one vehicle was received.

2022-08-12 Internal Prevost investigation was opened to identify the root cause and to determine if the issue is safety related.

2022-08-22 The software versions were analyzed by Prevost to determine the versions in which the issues were introduced.

2022-09-26 Case was presented on Volvo Product Safety Working Group (PSWG) to evaluate if there is a potential safety related issue. It was concluded that further investigation was required to complete the

assessment.

2022-11-08 Case was presented on Volvo Product Safety Working Group (PSWG) to evaluate if there is a potential safety related issue. Decision made to raise the potential issue to the Product Safety Committee (PSC) for review and determination.

2022-11-16 Updated software versions with the engine stop button functionality were released to all Prevost Service Centers.

2022-12-08 Case was presented to Volvo Product Safety Committee (PSC). It was concluded that there was a safety related defect and that a recall is needed.

2022-12-12 Safety Recall report submitted to authorities.

No warranty claims related to this issue. No other field reports, incidents, accidents, injury, or fatality were reported.

Description of Remedy :

Description of Remedy Program :	Prevost will install the corrected software versions that include the engine stop button functionality on all potentially affected vehicles (corrected software: 06100173 Revision P09 and 06100076 Revision P38). Letters will be sent to customers to inform them on 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 remedy component (updated software versions) includes the rear engine stop button functionality while the recalled component (defective software versions) does not. With the updated software versions, the engine can be stopped by pressing the engine stop button in the engine compartment.
Identify How/When Recall Condition was Corrected in Production :	<p>The defective software versions were introduced in revisions that only affected delivered vehicles, which signifies that the defective software versions were never factory-installed during the vehicle manufacturing process. Consequently, the recall condition did not require any corrections in production as it is not affected by the issue.</p> <p>On November 16, 2022, updated software versions that include the engine stop button functionality were released to all Prevost Service Centers (corrected software: 06100173 Revision P09 and 06100076 Revision P38).</p>

Recall Schedule :

Description of Recall Schedule :	Please note that Prevost 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 :	JAN 31, 2023 - JAN 31, 2023
Planned Owner Notification Date :	JAN 31, 2023 - JAN 31, 2023

\* NR - Not Reported