

WARRANTY BULLETIN


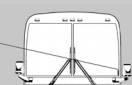
WB25-20

DATE :	July 2025	SECTION :	18 BODY
EXPIRATION:	July 2027		
SUBJECT :	PARCEL RACK BOLTS INSPECTION AND RETIGHTENING		

First Release

07-15-2025

APPLICATION

NOTICE TO SERVICE CENTERS	
Verify vehicle eligibility by checking warranty bulletin status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of Prevost website.	
Model	VIN
H3-45 coaches Model Year: 2023-2024	<div>   </div> <p>2PCH3349XPC721269, 2PCH33490PC721359, 2PCH33498PC721402, 2PCH33494PC721431, and From 2PCH33491RC721453 up to 2PCH33493RC722072 incl.</p>
This bulletin does not necessarily apply to all the above-mentioned vehicles, some vehicles may have been modified before delivery. The owners of the vehicles affected by this bulletin will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.	

DESCRIPTION

On the vehicles affected by this bulletin, the bolts securing the parcel racks to the ceiling on the window side may become loose. Check for the presence of blue Loctite. If missing, apply it and retighten all the bolts.

MATERIAL

No material is needed for this bulletin.

REQUIRED TOOLS

<p>#2 PHILLIPS SCREWDRIVER</p> 	<p>TORQUE WRENCH</p> 
<p>3/8-INCH DRIVE 6" SOCKET EXTENSION BAR WITH 10 MM SOCKET</p> 	<p>MASKING TAPE</p> 
<p>3/8-INCH DRIVE RATCHET</p> 	<p>LOCTITE 243</p> 

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

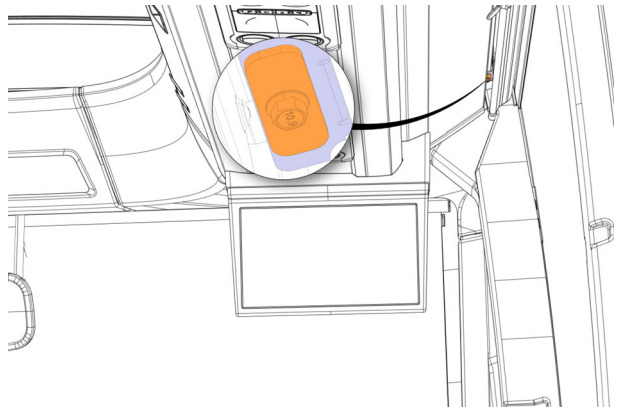
Park vehicle safely, apply parking brake, stop the engine. Prior to working on the vehicle, set the ignition switch to the OFF position and trip the main circuit breakers equipped with a trip button. On the Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

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.

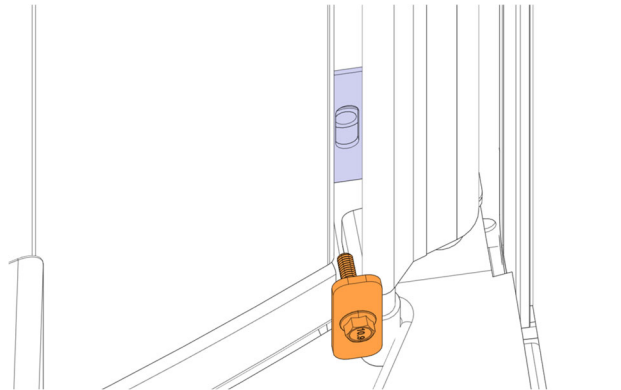
PART 1: PARCEL RACK BOLTS INSPECTION

H3-45 COACHES WITH WINDOW ROLLER BLINDS

1. Locate the bolt securing the first curbside parcel rack to the ceiling, positioned next to the pillar.

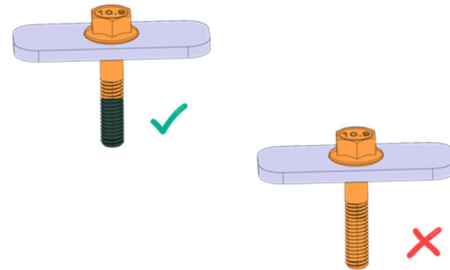


2. Unscrew and remove the screw and the mounting plate.



3. Check the presence of blue threadlocker on the screw.

- If present, perform steps 4 to 6 to complete this bulletin. No further action is needed.
- If missing, perform steps 4 to 6, then refer to **PART 2** to retighten all the bolts.

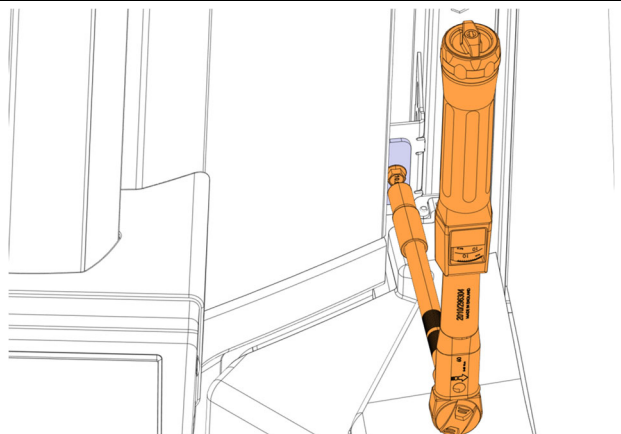


4. Apply blue Loctite 243 on the screw.
5. Reinstall the screw and the mounting plat.

NOTE

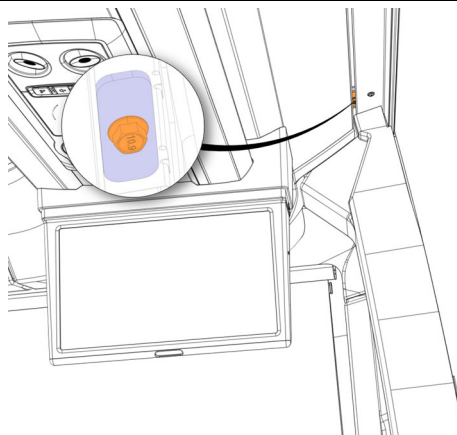
Tightening with a ratchet is recommended to minimize the risk of damage. If an impact drill/driver must be used, begin threading manually for 2 to 3 turns before continuing with power tightening.

6. Tighten the bolt to **12 lb-ft** using torque wrench.

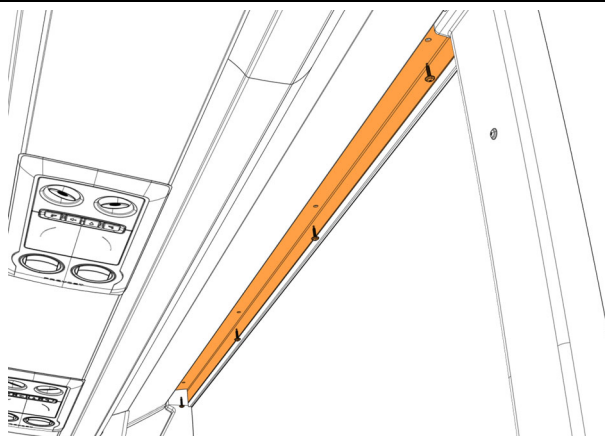


H3-45 COACHES WITHOUT WINDOW ROLLER BLINDS

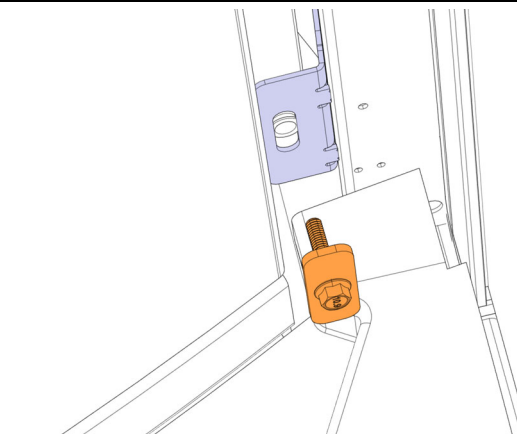
1. Locate the bolt securing the first curbside parcel rack to the ceiling, positioned next to the pillar.



2. Unscrew and remove the upper window molding.

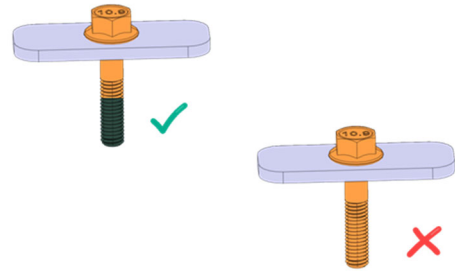


3. Unscrew and remove the screw and the mounting plate.



4. Check the presence of blue threadlocker on the screw.

- If present, perform steps 5 to 8 to complete this bulletin. No further action is needed.
- If missing, perform steps 5 to 8, then refer to **PART 2** to retighten all the bolts.

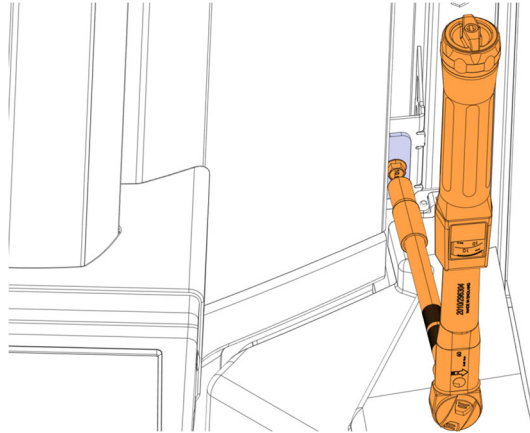


5. Apply blue Loctite 243 on the screw.
6. Reinstall the screw and the mounting plate.

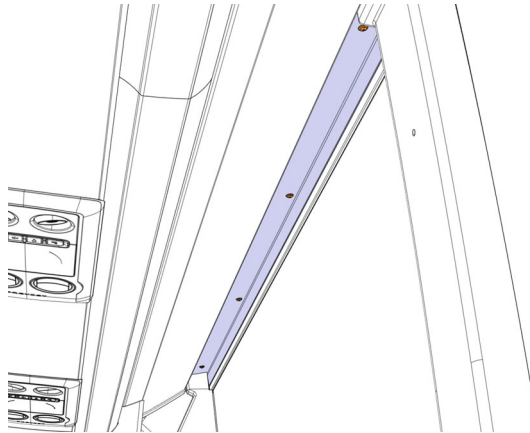
NOTE

Tightening with a ratchet is recommended to minimize the risk of damage. If an impact drill/driver must be used, begin threading manually for 2 to 3 turns before continuing with power tightening.

7. Tighten the bolt to **12 lb-ft** using torque wrench.



8. Reinstall the upper window molding. Fasten with the screws (4x).

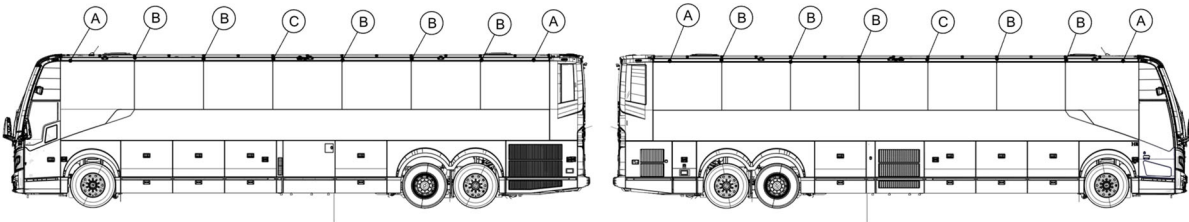


PART 2: PARCEL RACK BOLTS RETIGHTENING

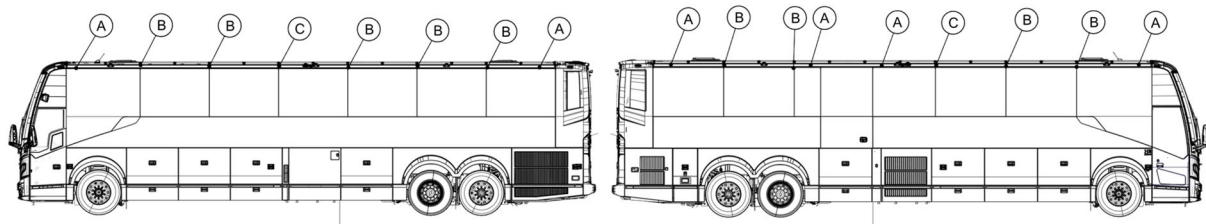
PARCEL RACK BOLTS LOCATION

1. Locate the bolts securing parcel racks to the ceiling on the window side.

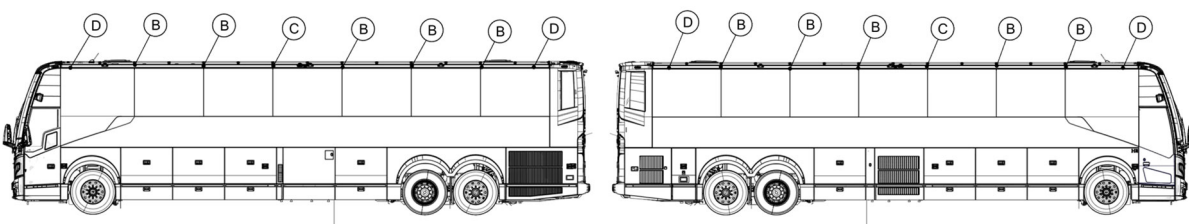
H3-45 COACHES WITH ROLLER BLINDS WITHOUT WHEELCHAIR LIFT



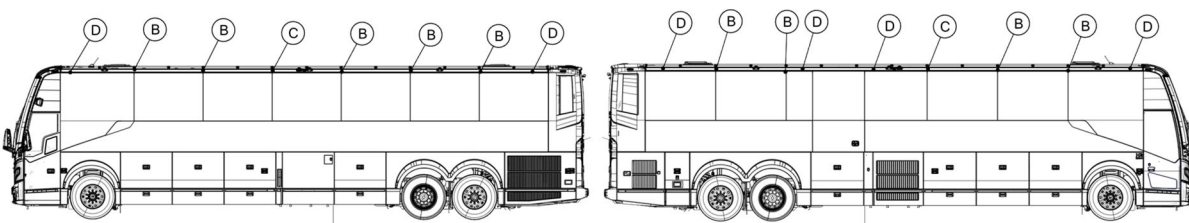
H3-45 COACHES WITH ROLLER BLINDS WITH WHEELCHAIR LIFT



H3-45 COACHES WITHOUT ROLLER BLINDS WITHOUT WHEELCHAIR LIFT



H3-45 COACHES WITHOUT ROLLER BLINDS WITH WHEELCHAIR LIFT

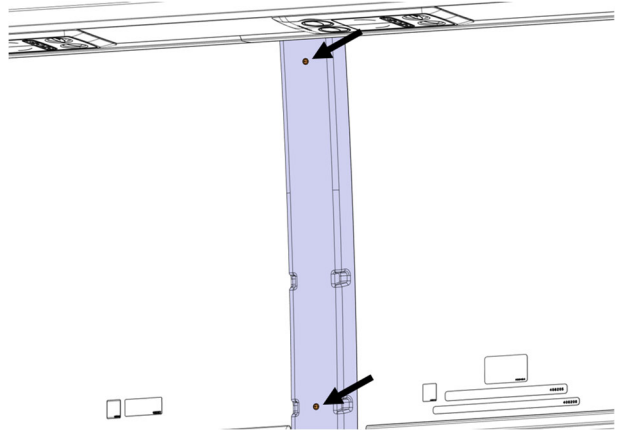


IMPORTANT NOTES

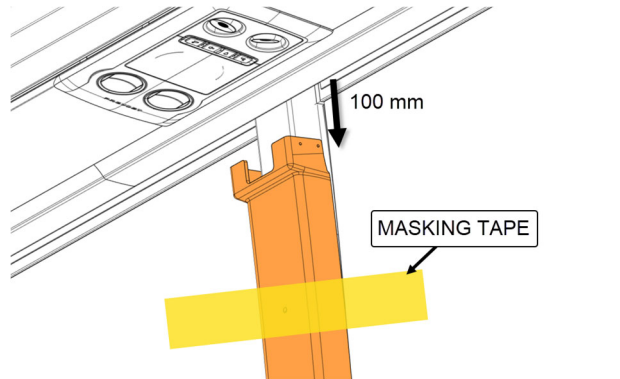
- 1) Access to bolts vary depending on their location (A, B, C, or D).
- 2) Bolts in location A are directly accessible and do not require removal of any finishing moldings. Proceed directly to the “**bolt retightening**” section.
- 3) Bolts must be retightened **one at a time**.
- 4) Tightening with a ratchet is recommended to minimize the risk of damage. If a drill/driver must be used, begin threading manually for 2 to 3 turns before continuing with power tightening.

LOCATION B

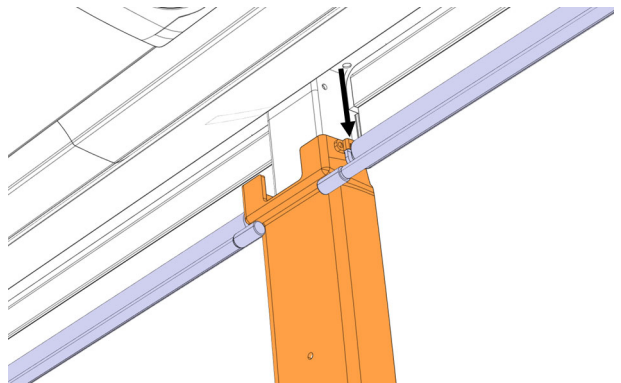
1. Remove the screws (2x) securing the finishing molding.



2. Lower the finishing molding by 100 mm while keeping it against the window post. Leave the roller blinds attached to the molding, if applicable.
3. Secure the finishing molding in place with masking tape.



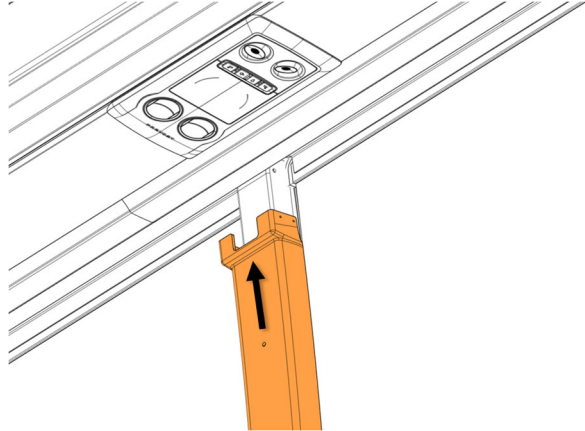
WITHOUT WINDOW BLINDS



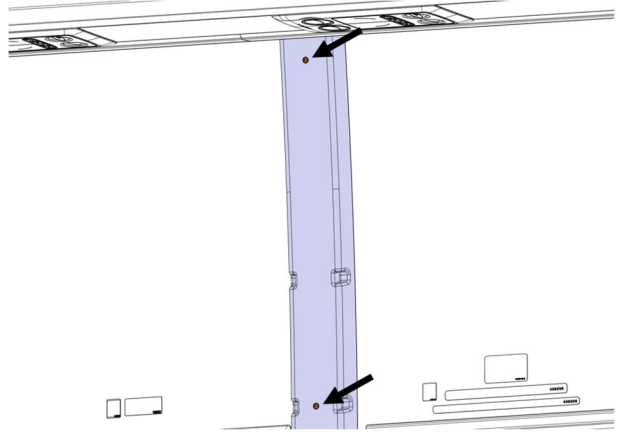
WITH WINDOW BLINDS

4. Perform “**bolt retightening**” section.

5. Remove the masking tape and put the finishing molding back in place.

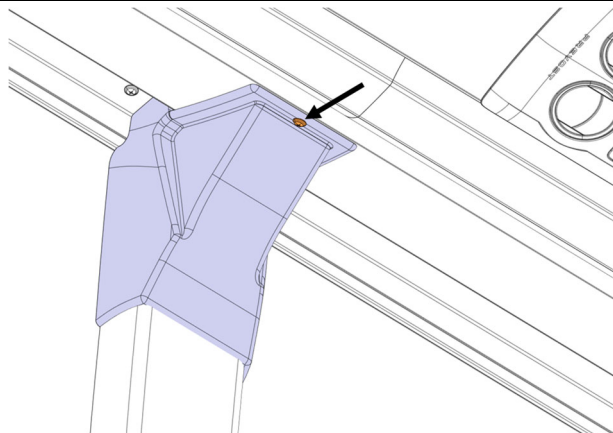


6. Fasten the molding with the screws (2x).

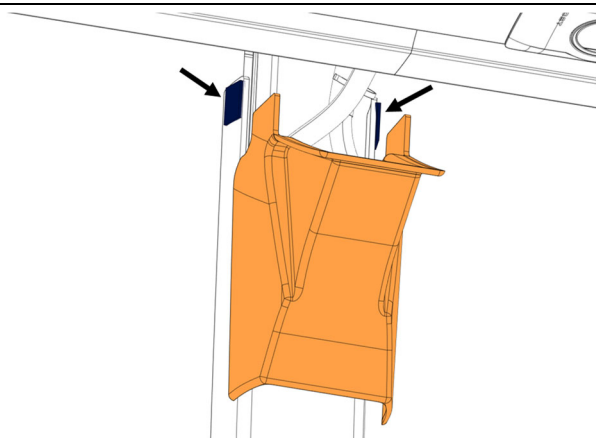


LOCATION C

1. Remove the screw securing the finishing cover.
2. Pull down the roller blinds, if applicable.

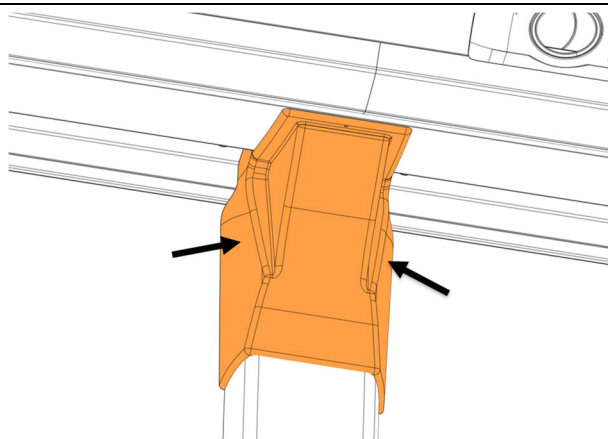


3. Detach the Velcro tape and remove the finishing cover.

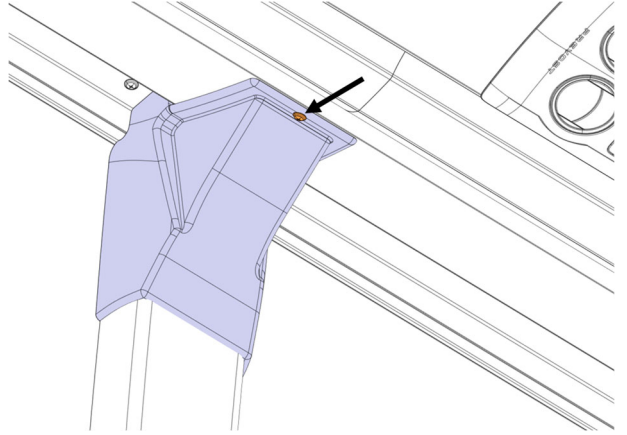


4. Perform “**bolt retightening**” section.

5. Reinstall the finishing cover and press the Velcro tape to lock it in place.

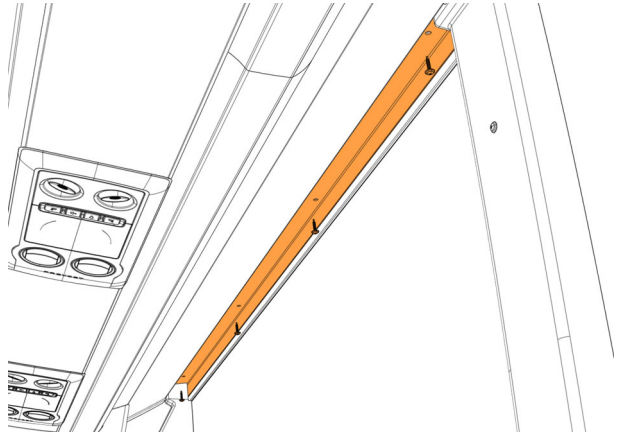


6. Fasten the cover with the screw.



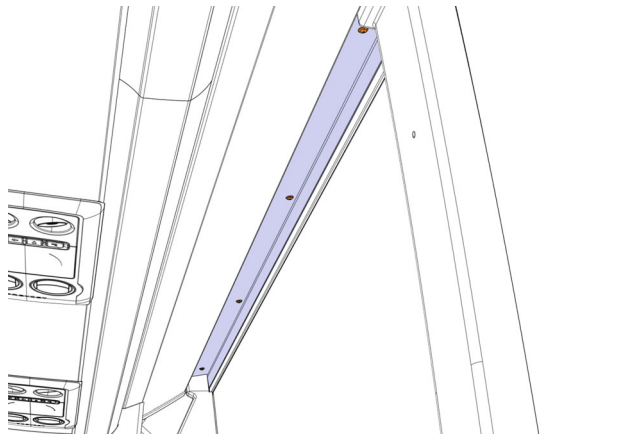
LOCATION D

1. Unscrew and remove the upper window molding.



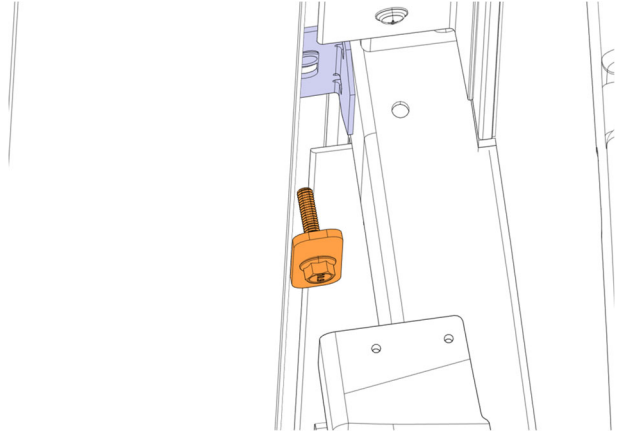
2. Perform “**bolt retightening**” section.

3. Reinstall the molding and fasten with the screws.

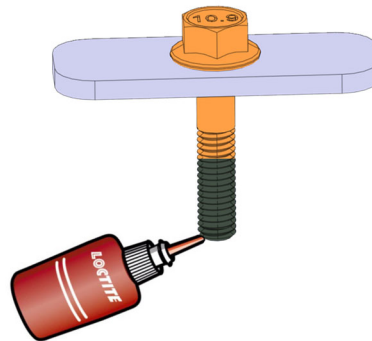


BOLT RETIGHTENING

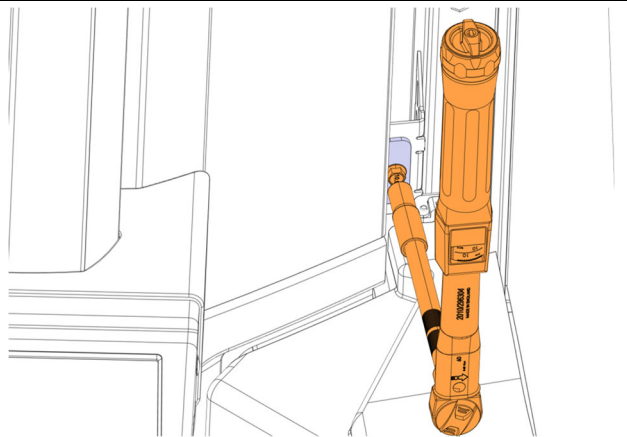
1. Unscrew and remove the screw and the mounting plate.



2. Apply blue Loctite 243 on the screw.



3. Reinstall the screw and the mounting plate.
4. Tighten the bolt to **12 lb-ft** using torque wrench.



PARTS / WASTE DISPOSAL

DO NOT RETURN THE REPLACED PARTS. 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 labor as follows upon receipt of a warranty claim:

¼ hour (0.25) of labor for bolts inspection only.

1 ½ hour (1.5) of labor for inspection and retightening all parcel rack bolts.

Please submit a claim via our Online Warranty System, available at www.prevostcar.com (under Service \ Warranty section).

OTHER

VBC Bulletin	N/A
Fail Code	18.15
Defect Code	09
Syst. Cond	B
Causal Part	5002235

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