



PREVOST

**SAFETY
RECALL**

SR23-08

DATE :	April 2023	SECTION :	18 BODY
SUBJECT:	Emergency Exits - Release Mechanism Tension		


First Release

04-14-2023

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	 <p>Vehicles: 2PCH3349XPC721269, 2PCH33490PC721359, 2PCH33496PC721382, 2PCH33498PC721402, 2PCH33494PC721431</p>
<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 the vehicles affected by this recall, the emergency window exits were incorrectly adjusted and the force required to unlatch the emergency window exits could exceed the legally required 90 N (20 lb).

Therefore, all affected vehicles must have the tension required to open their emergency exits verified and adjusted as necessary following the procedure below .

MATERIAL


Order the following kit **SR23-08** which contains the following parts:

Part No.	Description	Qty
290576	WINDOW ROLLER LOW TENSION	24

Other material required:

Part No.	Description	Qty
683652	GREASE SYNTHETIC RED	1

Tool required:

Part No.	Description	Image	Qty
G35694 (or equivalent)	PULL WEIGHT GAUGE WITH HIGHEST WEIGHT INDICATOR		1

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

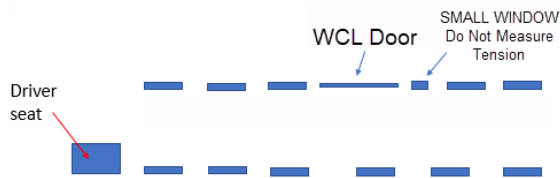
Park vehicle safely, apply parking brake, stop the engine. Prior to working on the vehicle, set the ignition switch to the OFF position and trip the main circuit breakers equipped with a trip button.

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.

1. Measure the tension required to lift the emergency exits handles and unlatch the windows. Do all 12 emergency exits windows (11 on wheel chair lift equipped vehicles).

NOTE

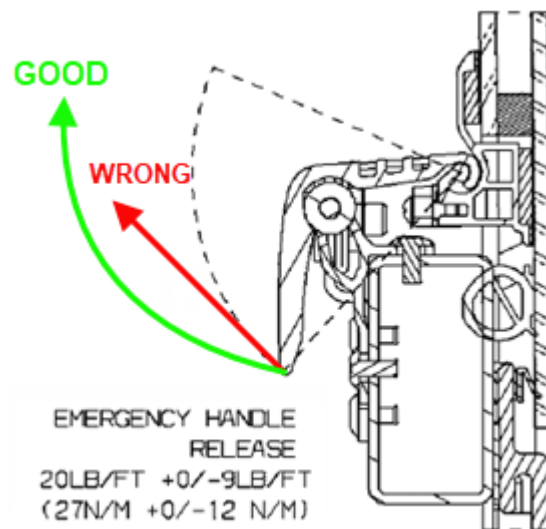
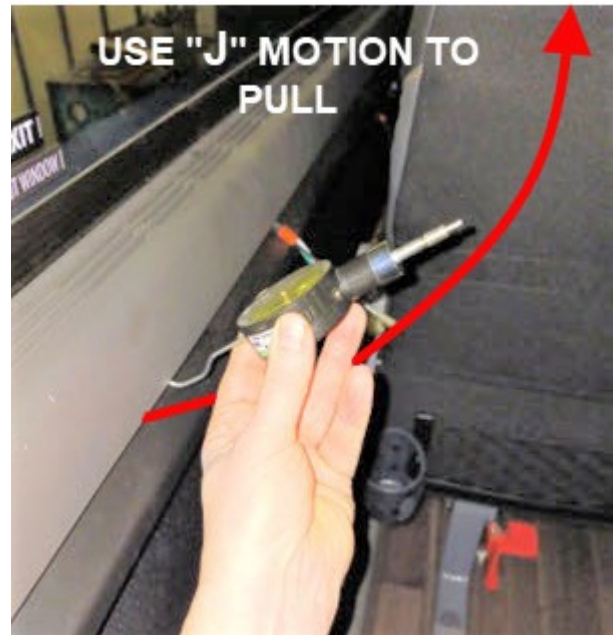
Vehicles with wheel chair lift (WCL) are only equipped with 11 emergency exit windows. the small window next to the WCL door is *not* an emergency exit.



- Use Prevost Tool **G35694** or equivalent pull weight gauge with resettable highest weight indicator.



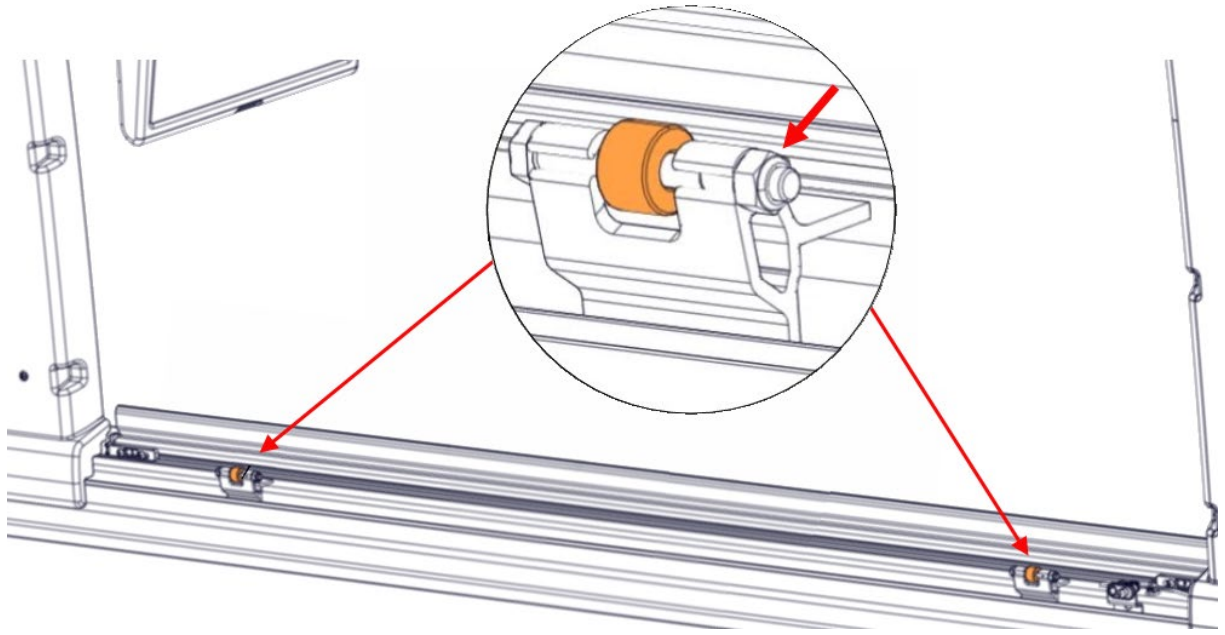
- Install the tool hook in the middle of the window handle.
- Point the tool upward at a **45deg angle** (with the floor).
- *Slowly* pull with the tool until the handle unlatches (use a "J" motion, do not pull straight).
- Take this measurement twice to make sure readings are consistent. Take note of the average pull weight.



IMPORTANT : Use a « J » motion when pulling, do not pull straight at 45deg

2. Pull weight should not exceed 20LB (90N) If the pull weight is over the limit, the two handle rollers must be replaced.

- Rollers are located on both sides under the handles.
- To remove the roller, simply unscrew the retaining nut and slide the screw acting as a roller shaft.
- Clean the screw and reinstall new supplied **290576** low tension roller (smaller diameter).
- Put a light coat of red synthetic grease on the new roller (Prevost **683652** recommended).



3. Cycle the handle a few times to break in the new rollers and make sure the mechanism operate properly.

4. Measure again the tension required to lift the handle.

PARTS DISPOSITION

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 1/2 hour (0.5) of labor for the inspection. We will also reimburse you the parts and a maximum of 3/4 hour (0.75) of labor for the rollers replacement (as required) 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 OBSR23-08".

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.onlinewarranty@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	504091

Access all our Service Bulletins on
<http://techpub.prevostcar.com/en/>
or scan the QR-Code with your smart phone.
E-mail us at technicalpublications_prev@volvo.com and
type "ADD" in the subject to receive our warranty bulletins by e-
mail.



