



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 15, 2012

MR. DENY BERTRAND
REGULATORY COMPLIANCE MANAGER
PREVOST CAR INC.
850 CHEMIN OLIVIER
ST-NICOLAS, QC
G7A 2N1

NVS-215et
12V-205

SUBJECT: EMERGENCY WINDOWS/FMVSS 217

DEAR MR. BERTRAND:

This letter serves to acknowledge Prevost Car Inc.'s, (Prevost) notification filed on behalf of Volvo Bus Corporation (VBC), to the National Highway Traffic Safety Administration (NHTSA) of a noncompliance with Federal motor vehicle safety standard no. 217, "Bus emergency exits and window retention and release." Please review the following information to ensure that it conforms to your records. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
VOLVO BUS/9700/2009-2013

NHTSA Campaign Number: 12V-205

Mfg's Report Date: May 8, 2012

Components: VISIBILITY

Potential Number of Units Affected: 27

Summary:

PREVOST CAR INC. (PREVOST) IS RECALLING CERTAIN MODEL YEAR 2009-2013 VOLVO 9700 MOTOR COACHES. ON SOME VEHICLES, THE QUANTITY OF EMERGENCY EXIT WINDOWS IS INSUFFICIENT TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 217, "BUS EMERGENCY EXITS AND WINDOW RETENTION AND RELEASE."

Consequence:

IN THE EVENT OF AN EMERGENCY, PASSENGERS MAY BE DELAYED IN EXITING THE VEHICLE DUE TO LIMITED EMERGENCY WINDOWS, INCREASING THE RISK OF PERSONAL INJURY.

Remedy:

PREVOST WILL NOTIFY OWNERS, AND DEALERS WILL INSTALL AN ADDITIONAL EMERGENCY EXIT WINDOW, FREE OF CHARGE. AN INTERIM NOTIFICATION WILL BE COMPLETED BY MID-JULY 2012, BUT PARTS ARE NOT EXPECTED TO BE AVAILABLE UNTIL SEPTEMBER 2012. OWNERS MAY CONTACT PREVOST CAR INC. AT 1-866-870-2046 OR 1-418-883-2888.

Notes:

THE PREVOST RECALL CAMPAIGN NUMBER IS SR12-57. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov)

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Please be reminded of the following additional requirements:

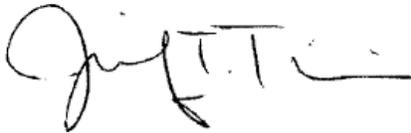
You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of an issue in their vehicles within 60 days of a manufacturer's notification to NHTSA. 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.

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).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at Edison.Thompsn@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being more prominent.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement