

**IMPORTANT SAFETY RECALL  
NHTSA RECALL # 13V-150**

August 2013

**SAFETY DEFECT / NONCOMPLIANCE NOTICE**

**PREVOST SAFETY RECALL CAMPAIGN SR13-26 "EMERGENCY EXIT SEQUENCE  
ON AWNING WINDOW DECALS"**

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Prevost Car US Inc. (Prevost) has decided that a defect which relates to motor vehicle safety exists in certain:

- 2012 to 2014 X3-45 VIP Converted Coaches Shells,
- 2004 to 2014 H3-45 VIP Converted Coaches Shells,
- 2004 to 2011 XLII-45 Converted Coaches Shells.

Prevost Car US Inc. has identified you as the registered owner of the following vehicles that are affected by this safety recall:

VIN#

The information that follows explains the safety-related defect and the steps that Prevost is taking to address this issue.

**DEFECT DESCRIPTION**

The awning emergency exit windows may have three (3) applied decals that list an inaccurate sequence of steps to open the window.

**FAILURE CONSEQUENCE**

In the event of an incident requiring an emergency exit of the vehicle, following this incorrect sequence may result in difficulties opening the windows, which may increase the risk of personal injury.

**CORRECTIVE ACTIONS**

Prevost will inspect and replace the decals if required. Replacement decals will be available by the end of August. You will receive a second notice when the replacement decals to repair your vehicle are available. Inspection and repairs will be done at no cost to you.

**PREVENTATIVE MEASURES**

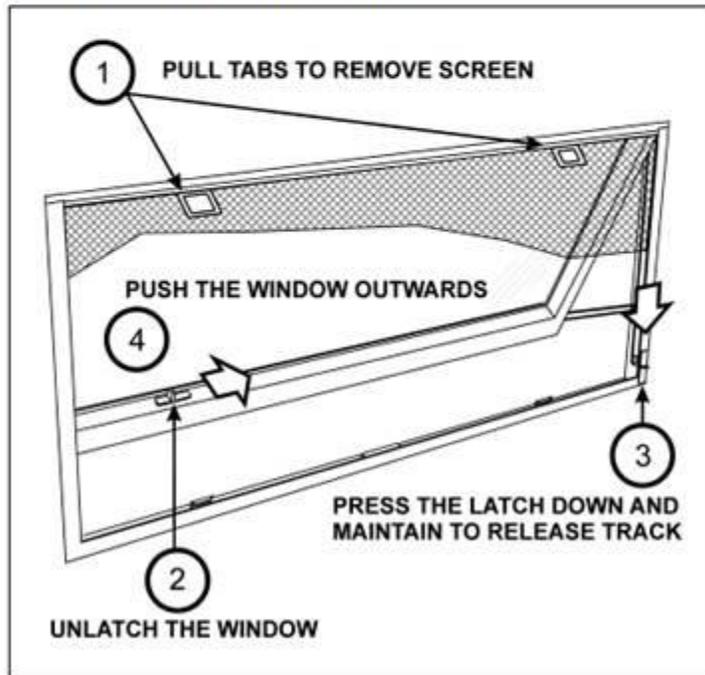
The illustration provided below shows the correct way to release the window for use as an emergency exit. This can be used until the decals are replaced.

**7-2 Safety Features and Equipment**

**EMERGENCY EXITS**

Locate and learn how to use all possible emergency exits. Inform all guests or passengers of the location of exits and how to use them in case of an emergency.

**ELECTRIC AWNING WINDOWS**



**ELECTRIC AWNING WINDOW**

18584

**NOTICE REGARDING LEASED VEHICLES**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or noncompliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**IF YOU NO LONGER OWN THE VEHICLES(S)**

If you no longer own the vehicles(s) listed on the first page, please help us update our records by forwarding the Vehicle Identification Number (VIN), and new owner complete Name, address, phone number and email to the address above or at [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com) with 'Change of Ownership' as Subject.

**ASSISTANCE/ COMPLAINTS**

If you need assistance, please contact Prevost Car US (Inc.) Service Department. You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue SE, Washington, DC 20590, USA, Auto Safety Hotline: 1-888-327 4236, (TTY): 1-800-424-9153) or go to <http://www.safercar.gov> if you believe that Prevost Car US has failed to remedy the defect without charge, or has failed to remedy the vehicle within 60 days of the owners first tender to obtain repair following the earliest time that parts are available.

**PRE NOTIFICATION REMEDIES**

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Prevost will reimburse the claimant by check for the reasonable amount paid for repairs (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the defect as stated in the safety recall notification. *To qualify, repairs must have been completed no earlier than one year prior to the release of the recall and no later than 10 days after the release of the recall mailing of the initial customer notification letter pertaining to the recall.* Submit copies of documentation supporting your claim (The invoice / receipt providing the VIN, date of repairs, total amount paid and breakdown of the parts, labor, and other costs. Costs associated with the recall repair must be highlighted or circled on the invoice.)

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Prevost's commitment to provide our customers with the best possible product.