

August 2013

Customer Name
Street
City, ST Zip
USA

Important Safety Recall
NHTSA RECALL # 13V-150

SAFETY DEFECT / NONCOMPLIANCE NOTICE

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

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. 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#

An interim notice was sent to you earlier in August, please note that the parts needed to perform SR13-26 on the above mentioned vehicles are now available. You can contact your nearest Prevost Parts center to order them.

DEFECT DESCRIPTION

The awning emergency exit windows may have three (3) applied decals that list an inaccurate sequence of steps to open the window. Specifically, the latch must be held down while the window is pushed outward to release the window; this is not stated on the decal.

FAILURE CONSEQUENCE

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

CORRECTIVE ACTIONS

Therefore, all notified vehicles must have their awning windows emergency decals inspected. If necessary, the decal will be replaced as described in SR13-26. Inspection and repairs will be done at no cost to you.

REPORTING REQUIREMENT

In order to verify and document the corrective action taken on your vehicle(s) pursuant to the requirements of the Federal Motor Vehicle Safety Regulations, we are enclosing a Safety Recall Certification sheet. When the vehicle(s) is (are) repaired, this (these) sheet(s) must be completed and returned to:

*Prevost
Warranty Department
850, chemin Olivier
Saint-Nicolas QC
G7A 2N1 Canada*

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 with 'Change of Ownership' as Subject.

LABOR & PARTS REIMBURSEMENT

Prevost Car US (Inc) will reimburse the parts and labor as described in SR13-26.

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 Car US 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.

Truly yours,



Dominique Gagnon
Technical Publications Supervisor