

Important Safety Recall
NHTSA RECALL #13V-474

PREVOST

November 2013

This customer
this address
This city, xx 12345
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL CAMPAIGN SR13-87 "Park brake valve"

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR13-87 :

VIN1
VIN5

VIN2

VIN3

VIN4

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 2013 Volvo 9700 coaches.

DEFECT DESCRIPTION

On the vehicles involved, the guide plate in the park brake control valve may have not received the correct heat treatment by the sub-supplier resulting in low hardness in the steel. As a result, the guide plate may prematurely wear over time creating a condition that does not allow the sleeve to return completely to the correct drive position.

FAILURE CONSEQUENCE

This may cause the park brake lever to fail to apply the parking brakes completely, which may result in a vehicle crash or personal injury to pedestrians if the vehicle rolls away.

CORRECTIVE ACTIONS

Prevost Car US Inc. has voluntarily decided that for all vehicles involved, the valve will be inspected and replaced as required free of charge. You must refer to safety recall SR13-87 for the complete procedure.

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 SR13-87.

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