

PREVOST

IMPORTANT SAFETY RECALL
NHTSA RECALL #13V-532

December 2013

SAMPLE

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL CAMPAIGN SR13-72 " ACCELERATOR PEDAL
INSPECTION "**

Dear Customer,

Prevost Car US Inc has identified you as the registered owner of the following vehicles involved in safety recall SR13-72

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 2009-2010 H3 coaches 2009 X3 coaches, 2008 H3 VIP motorhomes 2009 XLII Entertainers and 2009 XLII motorhomes

DEFECT DESCRIPTION

Mechanical springs are used to return the accelerator pedal to idle when the driver lifts their foot off of the accelerator pedal On the suspect pedals, the edge of the raw material that was used to make the spring may have a poor edge condition that can result in a local stress riser and a fracture origination point As a result, a crack may occur that can lead to a broken spring

FAILURE CONSEQUENCE

If both springs were to fail it could result in the pedal not returning to idle If this occurs this may present a risk of a vehicle crash under certain conditions if the driver does not have time to take action by applying the service brakes, switching the transmission into neutral applying the park brake, or cutting off the ignition key

CORRECTIVE ACTIONS

Prevost Car US Inc has decided that for all vehicles involved shall be inspected and have the suspect accelerator pedal replaced free of charge You must refer to safety recall SR13-72 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 vehicle(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 SR13-72

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

PREVOST

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