

IMPORTANT SAFETY RECALL  
NHTSA RECALL #13V-620

January 2014

**SAFETY DEFECT / NONCOMPLIANCE NOTICE**

PREVOST SAFETY RECALL CAMPAIGN SR13-93 "Seat Belt may be Difficult to  
Unlatch/FMVSS 209"

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR13-93 :

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 2014 H3 coaches.

**DEFECT DESCRIPTION**

On certain vehicles equipped with IMMI-brand L9 seat belt buckles, when the button is pressed to release the seat belt, the latch plate can become partially engaged with the buckle, making the seat belt difficult to unlatch. Thus, these vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 209, "Seat Belt Assemblies."

**FAILURE CONSEQUENCE**

If the latch plate remains partially engaged after the button is pressed, egress from the vehicle could be hindered, resulting in an increased risk of injury in the event of a crash or emergency.

**CORRECTIVE ACTIONS**

Prevost Car US Inc. will notify owners, and dealers will inspect and replace the seat belt buckle, as necessary, free of charge. You must refer to safety recall SR13-93 for the complete procedure. The labor time required to inspect and repair your vehicle if required is approximately 30 minutes.

**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](mailto: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 SR13-93.

**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





**SAFETY  
RECALL**

**SR13-93**

DATE :	JANUARY 2014	SECTION :	18 - Body
SUBJECT:	IMMI Seat Belt may be difficult to unlatch		

**APPLICATION**

<b>NOTICE TO SERVICE CENTERS</b>	
<i>Verify vehicle eligibility by checking warranty bulletin status with <b>SAP</b> or via <b>ONLINE WARRANTY SYSTEM</b> available on Service / Warranty tab of PrevoSt website.</i>	
Model	VIN 
H3-41, H3-45 coaches Model Year: 2014	Single vehicles : 2PCH3349XEC712522, 2PCH33491EC712523 2PCH33492EC712529, 2PCH33493EC712538 2PCH33495EC712539, 2PCH33491EC712540 2PCH33493EC712541
<p><b>This Safety Recall does not necessarily apply to all the above-mentioned vehicles, some vehicles may have been modified before delivery. The owners of the vehicles affected by this recall will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.</b></p>	

**DESCRIPTION**

On certain vehicles equipped with IMMI-brand L9 seat belt buckles, when the button is pressed to release the seat belt, the latch plate can become partially engaged with the buckle, making the seat belt difficult to unlatch. Thus, these vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 209, "Seat Belt Assemblies."

Recall targets vehicles with IMMI retractable shoulder belts installed on the side wall for wheelchair occupant restraint.

**MATERIAL**

Order the following parts:

Part No.	Description	Qty
864813	Restraint / Wheelchair occupant	Up to 2 / Vehicle

**NOTE**

Material can be obtained through regular channels.



**DANGER**

Park vehicle safely, apply parking brake, stop engine and set battery master switch(es) to the OFF position prior to working on the vehicle.

**PROCEDURE**

Locate the side-wall mounted retractable shoulder belts in the vehicle.  
Check the date code on the other side of the buckle.



ON POST BETWEEN WINDOWS, ROAD SIDE AND CURB SIDE, CHECK DATE CODE ON OTHER SIDE OF BUCKLE.

Two suspect date code ranges are involved:

**13220 through 13256**

AND

**214 13 through 256 13.**

If the buckle date code is within either of the ranges above, replace the part.

Select the retractable shoulder belt in assembly #864813.

Install on wall.

Torque belt anchor to 27 lbf-ft

*If the date code does NOT fall within either range, do NOT replace the part.*

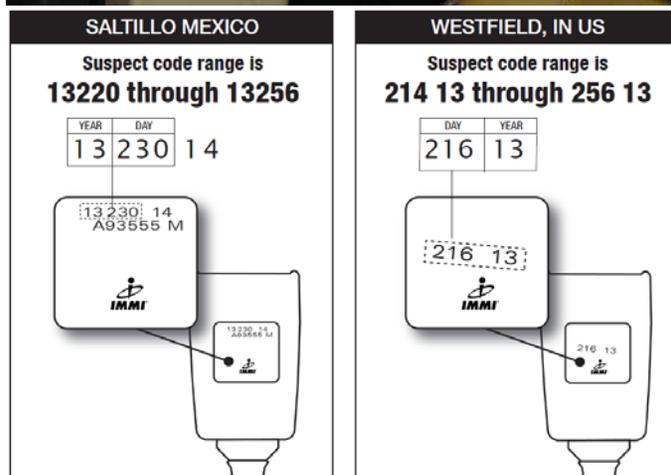


Image: IMMI

## PARTS DISPOSITION

All replaced parts must be returned to Prevost according to the Return Shipping Instructions available on [www.prevostcar.com](http://www.prevostcar.com) (under service / warranty section) for full reimbursement. A copy of the warranty claim form must be enclosed with the shipment.

## WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you fifteen minutes (15 minutes) of labor for inspection only OR the parts and half an hour (30 minutes) of labor for inspection and replacement, upon receipt of the replaced parts and a completed A.F.A.

Please submit claim via our Online Warranty System, available at [www.prevostcar.com](http://www.prevostcar.com) (under service \ warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall SR13-93".

Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Sheet" provided with this bulletin and return it to our warranty department by Email at [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com) or by fax at 418-831-9301.

## OTHER

VBC Bulletin	N/A
Fail Code	18.03-3
Defect Code	09
Syst.Cond.	R
Causal Part	864813

Access all our Service Bulletins on  
<http://prevostparts.volvo.com/technicalpublications/en/pub.asp>  
or scan the QR-Code with your smart phone.

E-mail us at [technicalpublications\\_prev@volvo.com](mailto:technicalpublications_prev@volvo.com) and type  
"ADD" in the subject to receive our warranty bulletins by e-mail.







**Safety Recall  
Certification Sheet  
(Ref: SR13-93)**

**VEHICLE SERIAL NUMBER:**

2	P	C																	
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PERFORMED BY		OWNER/OPERATOR	
We hereby certify that Safety Recall Instructions with regard to Safety Recall SR13-93 have been performed.			
Name: _____		Name: _____	
Addr: _____		Addr: _____	
Phone: _____		Phone: _____	
Fax: _____		Fax: _____	
Signature : _____	_____	Signature : _____	_____
Date: _____	_____	Date: _____	_____

If the information mentioned above is incorrect or you are not the owner of this vehicle anymore, please fill this section and return to sender.

**NEW OWNER:** \_\_\_\_\_

**BUSINESS:** \_\_\_\_\_

**ADDRESS (including County):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **FAX:** \_\_\_\_\_

**Please return this completed document with your A.F.A. form**