

IMPORTANT SAFETY RECALL
NHTSA RECALL #19V-565
December 2019

CUSTOMER
ADD
CITY, ST ZIP
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR19-31

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and 49 CFR Part 573.

Prevost Car US Inc. has decided that a defect which relates to motor vehicle safety exists on certain Prevost vehicles as listed below.

- H3-45, model years 2018 through 2020;
- H3-45 VIP model year 2019 & 2020;
- X3-45, model years 2018 through 2020;
- X3-45 VIP Commercial Use, model years 2017 through 2020;
- X3-45 VIP Private Use, model years 2017 & 2019.

According to our records, you are the registered owner of the following vehicles involved in safety recall SR19-31 PART 1 "Engine Control Module (ECM) Software Update":

VIN

DEFECT DESCRIPTION

Under certain high-altitude and heavy load conditions, the engine could overheat.

FAILURE CONSEQUENCE

This could cause a disabled vehicle. Disabled vehicle may lead to transferring passengers on the side of the road, which may increase the risk of a passenger death or injury. Prevest has not received report of death or injury associated with this defect. Therefore, we consider this as a proactive measure to protect the public from the potential risk associated with this defect.

WHAT YOU NEED TO DO

Please make an appointment to your nearest Prevest Service Center and refer to PART 1 of SR19-31 to receive an **engine software update** that will improve the cooling system strategy. This update is available and can already be uploaded into your vehicle.

Optionally, you may have the work performed by qualified personnel of your choice, following PART 1 of Safety Recall SR19-31 available on Prevest Technical Publications web site at this address:

<http://techpub.prevestcar.com/en/>

Prevest will reimburse you the labor as described in the SR19-31 procedure. Please file an online warranty claim following normal campaign procedures if you are a registered customer, otherwise, contact the Prevest Warranty Department at 1-866-870-2046 for reimbursement instructions.

The time required to perform the software update on your vehicle is ½ hour (0.5 h).

OTHER REPAIR – PART 2 OF SAFETY RECALL SR19-31

PART 2 of safety recall SR19-31 applies to the vehicles having a mileage greater than 100 000 miles (160 000 km) at the launch of this campaign. In addition to the engine software update covered by PART 1 of SR19-31, the replacement of the cylinder liners and pistons will be carried out on these vehicles, free of charge.

If applicable, you will find the list of vehicles involved in SR19-31 PART 2 “Cylinder Liners & Pistons Replacement” appended to this notice letter.

The estimated time required to perform PART 2 of this campaign is 50 hours.

The parts required to perform SR19-31 PART 2 will be available from **mid-February** 2020. Please make an appointment to your nearest Prevest Service Center from mid-February to have the hardware replacement performed on your vehicle.

NOTICE REGARDING LEASED VEHICLES

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten working days.

CHANGE OF ADDRESS OR OWNERSHIP

If your address has changed, or you no longer own the vehicle(s), please help us update our records. Accessing the PrevoSt Warranty Support web page <http://www.prevoStcar.com/parts-and-services/warranty> , fill-in the form '**Change of address or ownership**', and email it to prevoSt.onlinewarranty@volvo.com.

ASSISTANCE

If you need assistance, please contact your nearest PrevoSt Service Center. You will find the PrevoSt Parts & Service Centers location at this address:

<https://www.prevoStcar.com/contact-us/prevoSt-service-centers>

COMPLAINTS

If you believe that PrevoSt Car US has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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,

PrevoSt Service Team

CUSTOMER
ADDRESS BLOCK

APPENDIX

List of vehicles involved in SR19-31 PART 2 “Cylinder Liners & Pistons Replacement”

PART 2 of safety recall SR19-31 applies to the vehicles having a mileage greater than 100 000 miles (160 000 km) at the launch of this campaign.

According to our records, you are the registered owner of the following vehicles involved in **PART 2** of safety recall SR19-31:

VIN XXXXXX Miles