

SAFETY RECALL NOTICE

VOLVO

IMPORTANT SAFETY RECALL NHTSA RECALL # 19V-724

DEAR VOLVO BUS OWNER:

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

Volvo Bus has decided that a defect which relates to motor vehicle safety exists in certain MY 2018, 2019, and 2020 9700 model vehicles manufactured from June 21, 2017 through April 11, 2019

SAFETY DEFECT: On certain vehicles manufactured with Amaya STELAM ABC 19, STELAM OMEX-17, and STELAM OMEX-18 passenger seats, the passenger seat belt attachments do not comply with the requirements as specified in S4.2.2 of Federal Motor Vehicle Safety Standard 210, Seat Belt Assembly Anchorages.

SAFETY RISK: If an accident occurs, the seat belt may not restrain the passenger, which may result in personal injury.

PRECAUTIONS YOU CAN TAKE: There are no precautions you can take other than having your vehicle repaired. Repairs are available.

TIME REQUIRED FOR THE REPAIR: The time required to repair your vehicle is approximately 2 hours

WHAT YOU SHOULD DO: A representative of Volvo Bus or Amaya will contact you to schedule repairs to your vehicles. If you are not contacted within two weeks of receiving this notice, please contact Jorge Chabert at jorge.chabert@volvo.com or Volvo Group North America's Regulatory Affairs Department at vtna.regulatoryaffairs@volvo.com

**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 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 non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**OWNER RECALL
RESPONSE CARD:**

The enclosed "Notice of Vehicle Recall" identifies your vehicle. If you no longer own the vehicle, please help us update our records by completing the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

**ASSISTANCE/
COMPLAINTS:**

Volvo Group México, S.A. de C.V.
Legal Department,
Lago de Guadalupe número 289,
Fraccionamiento Industrial Cartagena,
Municipio de Tultitlán, Estado de México, C.P. 54900
jorge.chabert@volvo.com

You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue, S.E., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov> if you believe that Volvo 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.

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses.

**PRE NOTIFICATION
REMEDIES:**

Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to provide our customers with the best possible product.

VOLVO GROUP MÉXICO

General Plan for Reimbursement of Pre-Notification Remedies

When a Volvo vehicle is affected by a safety recall campaign and the owner "claimant" had the problem corrected at their own expense prior to receiving notification of the recall, Volvo 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 (notification to the government) and no later than 10 days after the last mailing of the initial customer notification letter pertaining to the recall.** The following information is required for your claim to be processed. Please print legibly.

Date: _____ Recall #: _____ 17 digit VIN: _____

Owner's Name: _____ own lease (circle one)

Address: _____ Date of Repair: _____

City, State, Zip: _____ Amount requested: _____

Phone #: _____ email: _____

All claims MUST be accompanied by accurate and complete documentation (The invoice / receipt must provide the VIN, date of repairs, total amount paid and include a breakdown of the parts, labor, and other costs. Costs associated with the recall repair must be highlighted or circled on the invoice.

I CERTIFY THAT I PAID FOR REPAIRS THAT CORRECTED THE SAFETY DEFECT AS STATED IN THE RECALL LETTER PRIOR TO BEING NOTIFIED, HAVE PROVIDED CLEAR DOCUMENTATION OF THESE REPAIRS AND THAT ALL INFORMATION PROVIDED IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

Claimant

Witnessed by (required)

Authorized Signature and Date

Notary Signature and Date

Affix Notary Stamp

Contact Information

Submit copies of all documentation supporting your claim to:

**Volvo Group North America LLC
Attn: Regulatory Affairs Group
P.O. Box 26115
Greensboro, NC 27402-6115**

Allow 60 days for processing. Volvo is not responsible for claims submitted to the wrong address.

Volvo will consider all claims, but may deny all or part of the claim for any of the following reasons:

- Fraudulent claim or Vehicle not part of recall
- Incomplete application or support documentation
- The repair did not address the safety defect or non-compliance that led to the recall or the repair was not of the same type (repair, replacement) as the recall remedy
- ***This process is NOT intended to handle accident or property damage claims. Claims of that nature MUST be directed to:***

Volvo Group México, S.A. de C.V.
Legal Department
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