

NHTSA SAFETY RECALL #22E-004
September 2023

22E-004 SECOND NOTICE
«customer» «groupe»-«code»
«add» «po»
«city», «st» «zip»
USA

IMPORTANT SAFETY RECALL – SECOND NOTIFICATION

Dear partner,

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

Prevost Car US Inc. has decided that certain seat brackets (identified in this document) fail to conform to Federal Motor Vehicle Safety Standard 210 section S4.2.2.

DEFECT DESCRIPTION

The seat brackets are missing a weld which renders the parts too weak to meet the strength requirements set on FMVSS 210 section S4.2.2.

Prevost ordered the parts and sold as kits to its Entertainer Business partners which install their seats using these seat brackets.

SAFETY RISK

Under certain conditions, this weakness may increase the risk of a passenger injury.

IDENTIFICATION OF ANY WARNING THAT CAN PRECEDE

None.

REMEDY PROGRAM

Prevost will provide corrected kits, free of charge, to remedy the affected vehicle population.

Information has been provided at the end of this document that can be used to identify the defective seat brackets. Seat brackets included in kit 860351 & 860355 are to be replaced.

We are sending this letter to inform you according to 49 CFR 577 that you have received parts subject to this recall.

WHAT YOU NEED TO DO

You must order the new kits through Prevost Parts Order Desk (Function.PrevostParts.Orders@volvo.com Tel: 800-621-5519) and install them in replacement of the previous versions that are currently installed on vehicles.

Parts availability: Late March

According to our records, you have purchased:

5 unit(s) of kit 860351

2 unit(s) of kit 860355

defective seat bracket kits to be replaced		new replacement kits	
kit 860351	seat bracket asm, position 1	kit 868187	seat bracket asm, position 1
kit 860355	seat bracket asm, position 3a	kit 868188	seat bracket asm, position 3a

PART AND LABOR CLAIM

This campaign is covered by Prevost's **Parts Warranty**. We will reimburse you the parts according to the quantity mentioned above and 2 hour(s) (2.0) of labor per kit upon receipt of the defective parts and a warranty claim.

Please submit claim via Online Warranty, available at www.prevostcar.com (under Parts/Service ▷ Business Tools ▷ Warranty).

IMPORTANT: Use **Parts Warranty** as claim type.

- In the applicable fields, write down the *invoice number* (mandatory).
- In the *Repair Order* field, indicate the following: *campaign 22E004seat bracket* (mandatory)

RECALL MONITORING AND PERFORMANCE

A quarterly status report is required to be submitted on each safety recall campaign. This report must document the quantity of items remedied and the dates of such remedy. Therefore, a follow-up must be carried out by the purchaser and submitted to Prevost.

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.* To get reimbursed, please file an online warranty claim following normal Campaign procedures if you are a registered customer, otherwise, contact the Prevost Warranty Department at 1-866-870-2046 for reimbursement instructions.

REIMBURSEMENT OF PRE-NOTIFICATION REMEDIES

When a Prevost vehicle is affected by a safety recall and the owner/purchaser (claimant) has the safety-related defect or FMVSS regulatory noncompliance remedied at their own expense prior to receiving the manufacturer notification of the safety recall, Prevost Car (US) Inc. will reimburse the owner/purchaser for the reasonable amount paid (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the safety-related defect or FMVSS regulatory noncompliance as described in the safety recall notification. To qualify, repairs must have been completed no earlier than one year prior to the release of the safety 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. To get reimbursed, please file an online warranty claim following normal campaign procedure if you are a registered customer, otherwise, please contact the Prevost Warranty Department at 1-866-870-2046 for reimbursement instructions.

ASSISTANCE

If you need assistance, please contact the Prevost Technical Publications at this address:
technicalpublications_Prev@volvo.com

COMPLAINTS

You may submit a complaint if you believe that Prevost Car US has failed or is unable to remedy the defect without charge or within 60 days of the owners first tender to obtain repair following the earliest remedy program repair date mentioned above.

You may submit the complaint to the Administrator of the National Highway Traffic Safety Administration located at 1200 New Jersey Avenue SE, Washington, DC 20590, USA or call the toll-free Vehicle Safety Hotline 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 operations 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

DEFECTIVE BRACKETS

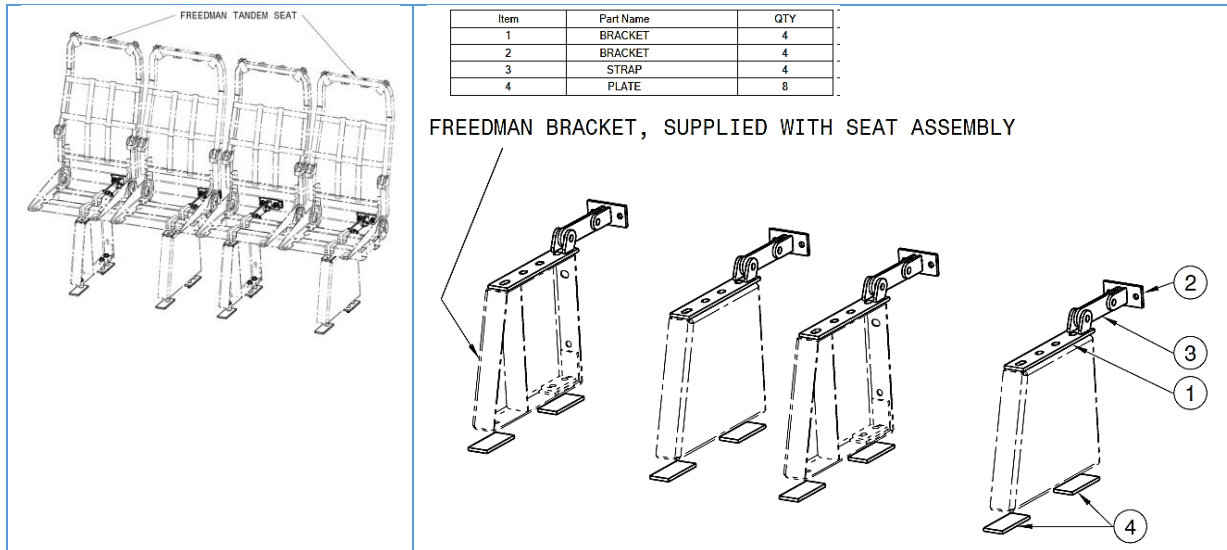


FIGURE 1: KIT 860351 BRACKET POSITION 1 (4 seats)

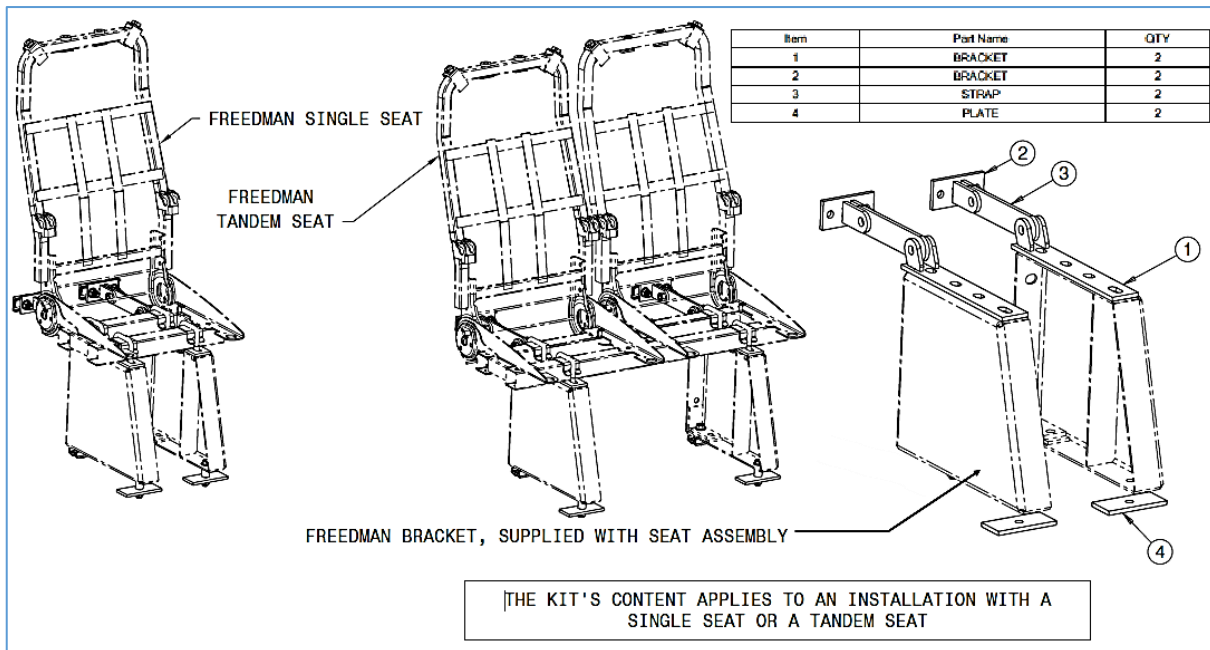


FIGURE 2: Kit 860355 BRACKETS POSITION 3A (1 or 2 seats)

HOW TO IDENTIFY DEFECTIVE BRACKETS

The defective brackets are missing ¼ fillet weld beads as shown on the images below.

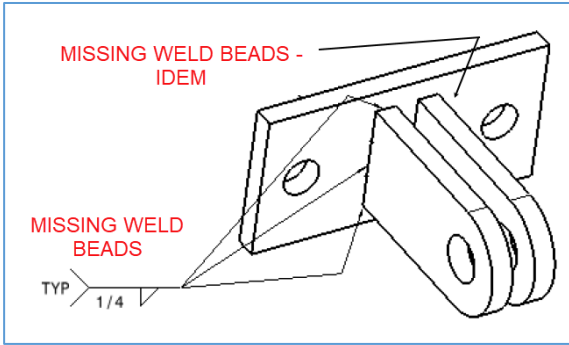


Figure 3: item 2

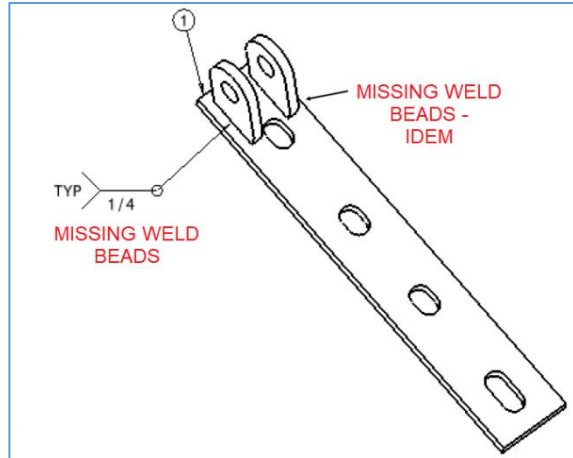


Figure 4: item 1