

NHTSA SAFETY RECALL #22V-347  
Prevost Safety Recall SR22-08  
June 2022

This Customer  
This address This PO box  
This city, NY 12443-5119  
USA

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle(s), see VIN list below.

Dear Customer,

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 2021 X3-45 Commuter coaches fail to conform to Federal Motor Vehicle Safety Standard No. (111 – Rear visibility).

### **DEFECT DESCRIPTION**

Right-side rear-view mirror is in a position which does not permit the driver to have a clear view of right side of the vehicle and the adjacent lane.

### **SAFETY RISK**

Driver does not have a clear view of the right side of the vehicle to check for coming cars or people. This increases the risk for crash or accident.

Prevost has not received a report of death or injuries related to this defect. Therefore, we consider this as a proactive measure to protect the public from the potential risk associated to this defect.

### **IDENTIFICATION OF ANY WARNING THAT CAN PRECEDE**

None.

### **REMEDY PROGRAM**

Prevost will provide a service document to inspect and remedy the described issue. All cost associated with this inspection and replacement will be covered by Prevost.

We are submitting this recall report to fulfill 49CFR573/577 requirements related to regulatory noncompliance and ensure proper traceability.

According to our records, you are the registered owner of the following vehicles involved in this safety recall SR22-08 :

100	101	102	103
104	105	106	107
108	109	110	111
112	113	114	115
116	117	118	119
120	121	122	123
124	125	126	127
128	129	130	131
132	133	134	135
136	137	138	139
140	141	142	143
144	145	146	147
148	149	150	151
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252	253	254	255
256	257	258	259
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264	265	266	267
271	272	273	268
274	275	269	270
276	277	278	279
280	281	282	283
284	285	286	287
288	289	290	291
292	293	294	295

## WHAT YOU NEED TO DO

Please make an appointment to your nearest Prevest Service Center and refer to Safety Recall SR22-08.

Optionally, you may have the work performed by qualified personnel of your choice, following Safety Recall SR22-08 available on Prevest Technical Publications web site at this address: <http://techpub.prevestcar.com/en/>

## NOTICE REGARDING LEASED VEHICLES

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to send a copy of this Notice to all Lessees within 10 days.

For purposes of this Notice, the terms:

Leased motor vehicle means any motor vehicle that is leased to a person for a term of at least four months by a lessor who has leased five or more vehicles in the twelve months preceding the date of notification by the vehicle manufacturer of the existence of a safety-related defect or noncompliance with a Federal motor vehicle safety standard in the motor vehicle.

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 49CFR 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.

Lessee means a person who is the lessee of a leased motor vehicle as defined in this section.

## CHANGE OF ADDRESS OR OWNERSHIP

If your address has changed, or you no longer own the vehicle(s), please help us update our records. Use the link below to access the Prevest Warranty Support web page <http://www.prevestcar.com/parts-and-services/warranty>

Click on the link '**Change of address or ownership**', fill the form, save it and email the file to [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com).

## REIMBURSEMENT OF PRE-NOTIFICATION REMEDIES

When a Prevest 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, Prevest 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 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**

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