

PREVOST SAFETY RECALL SR22-86  
NHTSA SAFETY RECALL #22V-841  
December 2022

customer SR22-86  
add po  
city, st zip  
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 a defect which relates to motor vehicle safety exists in certain model year 2023 Volvo 9700 coaches.

### **DEFECT DESCRIPTION**

On certain vehicles, the emergency lights sensors could have been inadequately installed during the vehicle assembly. Consequently, the emergency lights could fail to activate after a rollover event.

### **SAFETY RISK**

If the vehicle is involved in a rollover event, the emergency lights might not activate, thus potentially increasing the emergency passenger evacuation time and the risk of injury. Prevost has not received any reports 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.

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

There is no warning with this issue.

## REMEDY PROGRAM

Prevost has released a repair procedure to remedy the affected vehicle population. Prevost will inspect and, if required, reinstall the emergency light sensors in the correct orientation on all potentially affected vehicles.

Prevost will execute this correction free of charge (parts and labor) for the customers.

According to our records, you are the registered owner of the following vehicles involved in this safety recall SR22-86 :

vin1	vin2	vin3	vin4
vin5	vin6	vin7	vin8
vin9	vin10	vin11	vin12
vin13	vin14	vin15	vin16
vin17	vin18	vin19	vin20
vin21	vin22	vin23	vin24
vin25	vin26	vin27	vin28
vin29	vin30	vin31	vin32
vin33	vin34	vin35	vin36
vin37	vin38	vin39	vin40
vin41	vin42	vin43	vin44
vin45	vin46	vin47	vin48
vin49	vin50	vin51	vin52
vin53	vin54	vin55	vin56
vin57	vin58	vin59	vin60
vin61	vin62	vin63	vin64
vin65	vin66	vin67	vin68
vin69	vin70	vin71	vin72
vin73	vin74	vin75	vin76
vin77	vin78	vin79	vin80
vin81	vin82	vin83	vin84
vin85	vin86	vin87	vin88
vin89	vin90	vin91	vin92
vin93	vin94	vin95	vin96
vin97	vin98	vin99	vin100
vin101	vin102	vin103	vin104
vin105	vin106	vin107	vin108
vin109	vin110	vin111	vin112
vin113	vin114	vin115	vin116
vin117	vin118	vin119	vin120
vin121	vin122	vin123	vin124
vin125	vin126	vin127	vin128
vin129	vin130	vin131	vin132
vin133	vin134	vin135	vin136
vin137	vin138	vin139	vin140
vin141	vin142	vin143	vin144
vin145	vin146	vin147	vin148
vin149	vin150	vin151	vin152
vin153	vin154	vin155	vin156
vin157	vin158	vin159	vin160
vin161	vin162	vin163	vin164
vin165	vin166	vin167	vin168
vin172	vin173	vin174	vin169
vin175	vin176	vin170	vin171
vin177	vin178	vin179	vin180
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vin196  
vin200

## **WHAT YOU NEED TO DO**

Please make an appointment to your nearest Prevost Service Center and refer to Safety Recall SR22-86 to have the remedy performed on your vehicle.

Optionally, you may have the work performed by qualified personnel of your choice, following Safety Recall SR22-86 available on Prevost Technical Publications web site at this address: <http://techpub.prevostcar.com/en/>

The time to inspect and repair your vehicle if required is approximately 1 hour (1.0 h).

## **PART AND LABOR CLAIM**

Prevost will reimburse you as described in SR22-86 procedure. 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.

## **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.

## **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.

### **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 Prevost Warranty Support web page <https://prevostcar.com/contact/warranty>

Click on the link 'Change of address or ownership', fill the form, save it and email the file to [prevost.warranty@volvo.com](mailto:prevost.warranty@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://prevostcar.com/contact/parts-service-center>

### **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 a reasonable time.

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