

July 2011

PREVOST

DEFECT NOTIFICATION

Dear Customer:

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

Prevost Car (Inc) decided that a defect which relates to motor vehicle safety exists in certain 2009, 2010 and 2011 model years of Volvo 9700 coaches.

We are sending you this notice because we are concerned about your safety.

On the vehicles listed below, there is a possibility of poorly tightened nuts on the front and rear fuse boxes. Symptoms could be poor A/C performance or bad startability. For more information or help on how to perform this safety recall, please contact your service manager or the nearest Prevost service center.

Model	VIN
Volvo 9700 Coaches Model Years: 2009, 2010, 2011	From 3CET2M62795127142 up to 3CET2S226B5148659 incl.

CORRECTIVE ACTIONS:

You must refer to the enclosed Safety Recall no. Sr11-52 and perform the stated procedure. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

REPORTING REQUIREMENT:

In order to verify and document the corrective action taken on your vehicle(s) pursuant to the requirements of the Federal Motor Vehicle Safety Regulations, we are enclosing a "SAFETY RECALL CERTIFICATION" sheet. When the vehicle(s) is (are) repaired, this (these) sheet(s) must be completed and returned to PREVOST CAR INC. head office.

LABOR & PARTS REIMBURSEMENT:

Prevost Car US (Inc) will reimburse you parts and labor incurred.

Federal laws require that you be informed of your right to notify the Department of Transportation if you are unable to have the defect remedied without charge. The address for this purpose is:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590
USA
Auto Safety Hotline: 1-888-327-4236
Teletypewriter (TTY): 1-800-424-9153
<http://www.safecar.gov>

If any assistance is required, please contact Prevost Car US (Inc) service department at 1-866-870-2046 or 418-831-5432.

We truly regret any inconvenience that this situation may cause you.

Sincerely,



Dominique Gagnon
Technical Publication Supervisor

PREVOST.

PREVOST.

July 21, 2011

[Customer's address]

Dear customer,

For your information, find enclosed Safety Recall Sr11-52 which includes a complete listing of vehicles concerned. This bulletin applies to the following vehicle(s):

[List of Customer's VIN]

If you are no longer the owner of any of these vehicles, please send us the following information on the new owner:

Serial #
Customer name and address
Phone and fax#

Please note that if you don't know this information, we can't delete your ownership from the database. The vehicle will stay under your name.

Truly yours,



Dominique Gagnon
Technical Publications Supervisor

Safety Recall

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FUSE BOX CONNECTIONS • INSPECT AND TORQUE TIGHTEN 9700 (B13R)

REVISION	THIS BULLETIN SUPERSEDES PREVIOUS VERSION
A	Modification of "DANGER" text box. Negative battery cables must be disconnected.

MODEL YEAR(S) AND VEHICLES INVOLVED

Year model : 2009 to 2011 incl.	From chassis 127142 up to 148659 incl.
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DESCRIPTION

On the vehicles affected by this bulletin, there is a possibility of poorly tightened nuts on the front and rear fuse boxes connections. Symptoms could be poor A/C performance or bad startability. In worst case, this could lead to bad contact, sparks, excessive heat development and melting of terminal sleeves.

All vehicles concerned shall be inspected as soon as possible and if needed, rectified.

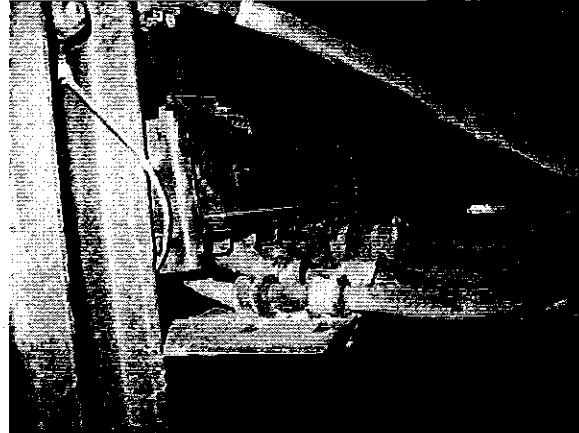
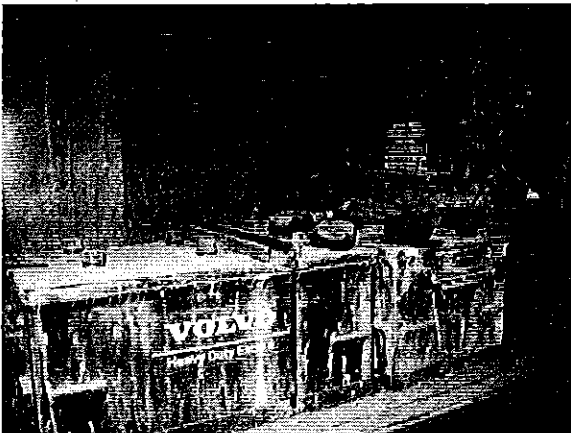
PROCEDURE



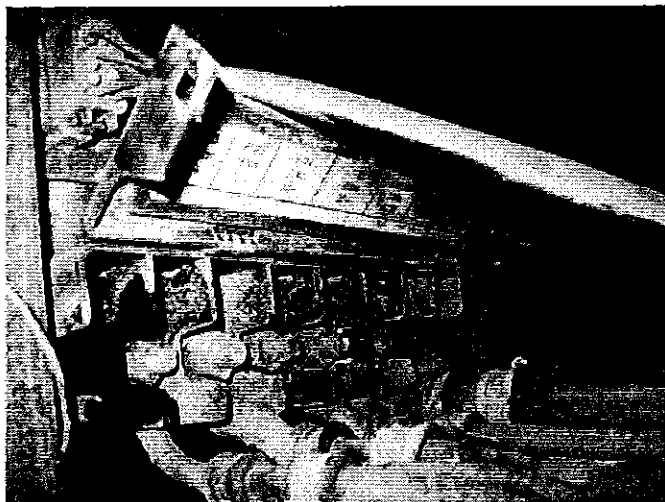
DANGER

Park vehicle safely, apply parking brake, stop engine. In the battery box, set the battery cut-off switch to the OFF position prior to working on the vehicle. Because doing so will not remove power from all cables connected to the fuse box, **you must disconnect the negative cable from each battery negative pole.**

1. Open battery compartment.

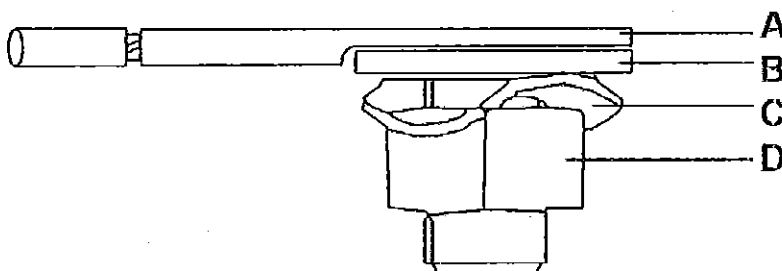


2. Check for any damages, inspect and torque tighten all cable connections on front fuse box. See method below. Check also clamping to the bracket of all connected cables and remedy when necessary.



Method

Fuse box connections, inspect and torque tighten



- A. Cable terminal
- B. Flat washer
- C. Spring washer
- D. Nut

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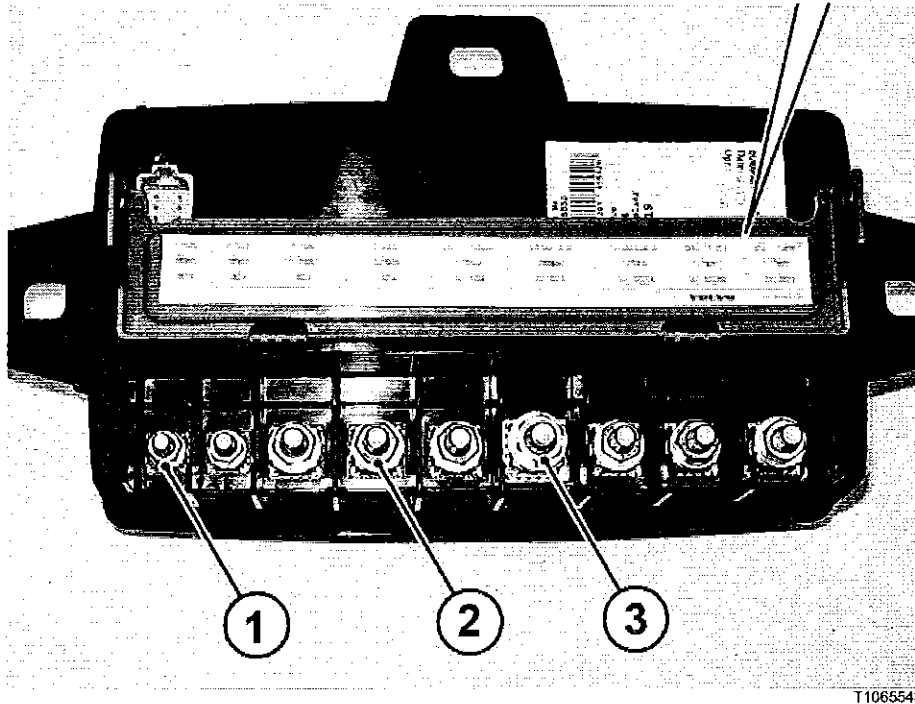
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F106	F105	F104	F103	DIST. UNIT	STARTER	CHARGER	BATTERY	DIST. UNIT
16Nm	16Nm	31Nm	31Nm	31Nm	42Nm	31Nm	31Nm	31Nm
30+	30+	30+	30+	XC104	XC103	XC102A	XC102B	XC101

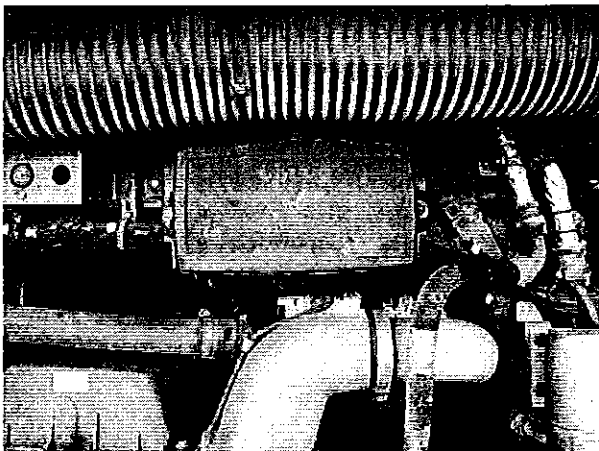
29903651



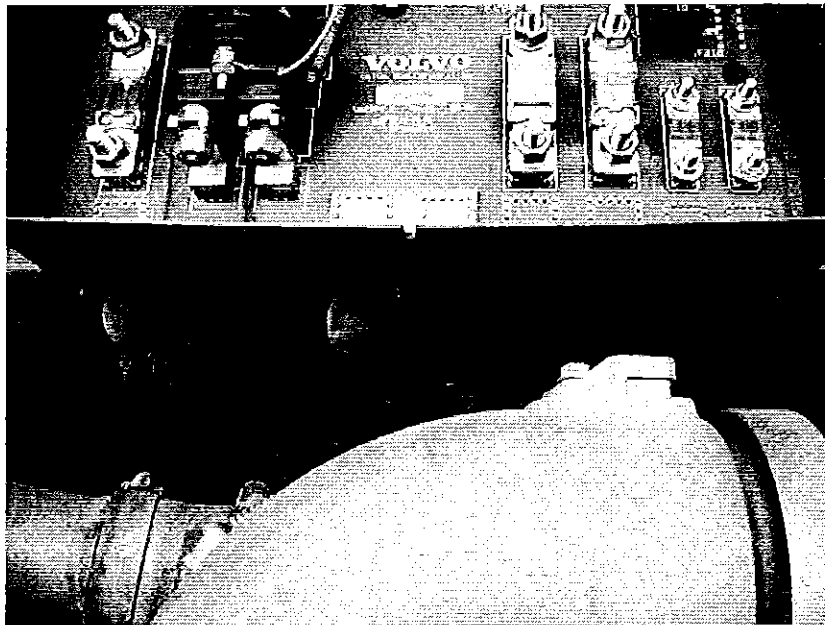
1. M8 screw cable terminals: 16 Nm±10% (12 lb-ft±10%)
2. M10 screw cable terminals: 31 Nm±10% (23 lb-ft±10%)
3. M12 screw cable terminals: 42 Nm±10% (31 lb-ft±10%)

Check for correct position of washers (B, C) and torque tighten all cable terminals. Make sure the specified tightening torques are obtained.

3. Open engine compartment door.



4. Check for any damages, inspect and torque tighten all cable connections on rear fuse box. Check also clamping to the bracket of all connected cables and remedy when necessary.



5. When necessary readjust the clock in the cluster after reconnecting the battery cable. Using the control lever buttons, press SELECT button and use UP/DOWN button to select "time distance" menu. Press SELECT repeatedly to select the hour, minute, day, month, year value. Use UP/DOWN button to adjust respective values. Press SELECT to move to next value and so on. Once adjustment completed, press SELECT to leave adjustment mode and return to "time distance" menu. Press ESCape repeatedly to return to default display.

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PARTS / WASTE DISPOSAL

- Discard waste according to applicable environmental regulations (Municipal/State[Prov.]/ Federal).

WARRANTY

This modification is covered by Prevest's normal warranty and will be performed at no charge.

The working time required to perform this safety recall is approximately 0.5 hour. As a matter of normal service process, your Prevest Service Center or Prevest Certified Service Providers will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

Please contact your Prevest Service Center or your Prevest Certified Service Providers for additional information and to schedule an appointment at your earliest convenience. Please mention SR11-52A. You also have to fill the "Safety Recall Certification Sheet" provided with this bulletin and return it with your A.F.A. form to be reimbursed.

OTHER

VBC Bulletin	C8757
Fail Code	06-21
Defect Code	00-09
System Condition	R
Causal Part	946330