



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 28, 2012

MR. DENY BERTRAND
REGULATORY COMPLIANCE MANAGER
PREVOST CAR INC.
850 CHEMIN OLIVIER
ST-NICOLAS, QC
G7A 2N1

NVS-215et
12V-295

SUBJECT: BODYWORK SOFTWARE UPDATE

DEAR MR. BERTRAND:

This letter serves to acknowledge Prevost Car Inc.'s, (Prevost) notification filed on behalf of Volvo Bus Corporation (VBC), to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
VOLVO BUS/9700/2009-2012

NHTSA Campaign Number: 12V-295

Mfr's Report Date: June 21, 2012

Components: ELECTRICAL SYSTEM: SOFTWARE

Potential Number of Units Affected: 27

Summary:

PREVOST IS RECALLING CERTAIN MODEL YEAR 2009-2012 VOLVO 9700 MOTOR COACHES. DUE TO A SOFTWARE ERROR, THE VEHICLES MAY COME TO A SUDDEN STOP BY BRAKE APPLICATION IF THE SENSOR READS THAT THE WHEELCHAIR LIFT DOOR IS NOT COMPLETELY CLOSED.

Consequence:

IF THIS OCCURS, THE VEHICLE MAY SUDDENLY STOP WITHOUT WARNING, INCREASING THE RISK OF A CRASH.

Remedy:

PREVOST WILL NOTIFY OWNERS AND DEALERS WILL UPDATE THE SOFTWARE, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN IN EARLY JULY 2012. OWNERS MAY CONTACT PREVOST CAR INC., SERVICE DEPARTMENT TOLL-FREE AT 1-866-870-2046 OR 1-418-831-2046.

Notes:

THE PREVOST RECALL CAMPAIGN NUMBER IS SR12-59. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov)

The chronology of events leading up to your safety defect decision appears is incomplete. Please provide a chronology of events in accordance with 49 CFR 573.6(c)(6) that, at a minimum, includes a summary of all warranty claims, field or service reports, and other information, with their dates of receipt.

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at Edison.Thompson@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a prominent initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement