



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 13, 2012

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

NVS-215et  
12V-325

**SUBJECT: FRONT SUSPENSION TORQUEING**

**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:**

PREVOST/X3-45/2013

**NHTSA Campaign Number:** 12V-325

**Mfr's Report Date:** July 9, 2012

**Components:** SUSPENSION: FRONT

**Potential Number of Units Affected:** 8

**Summary:**

PREVOST IS RECALLING CERTAIN MODEL YEAR 2013 X3-45 MOTOR COACHES, MANUFACTURED FROM MAY 4, 2012, THROUGH JULY 6, 2012. THE FRONT SUSPENSION RADIUS RODS MAY NOT BE PROPERLY TORQUED. AS A RESULT, THE RODS COULD DETACH.

**Consequence:**

IF THIS OCCURS, THE DRIVER MAY SUDDENLY LOSE CONTROL OF THE VEHICLE, INCREASING THE RISK OF A CRASH.

**Remedy:**

PREVOST WILL NOTIFY OWNERS AND DEALERS WILL INSPECT AND RETORQUE THE FRONT SUSPENSION BOLTS, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN IN 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 SR12-25. 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)

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. 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](mailto:Edison.Thompson@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto: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 "Jen Timian" with "for" written below the first name.

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