



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 19, 2012

Mr. Deny Bertrand
Regulatory Compliance Manager
Prevost Cars, Inc.
35 Boulevard Gagnon
STE-Claire, Quebec -Canada, 00 G0R 2V0

NVS-215KS
12V-539

Subject: Wheelchair Lift Safety Pins Missing or Unusable

Dear Mr. Bertrand:

This letter serves to acknowledge Prevost Cars, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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/9700/2009-2013

Mfr's Report Date: November 12, 2012

NHTSA Campaign Number: 12V-539

Components:
EQUIPMENT

Potential Number of Units Affected: 44

Problem Description:

Prevost is recalling certain model year 2009-2013 Volvo Bus 9700 coaches manufactured from April 2009 through June 2012. The wheelchair lift may be missing maintenance safety pins and/or the wheelchair lift cylinders may not be the proper length, preventing the proper use of maintenance safety pins.

Consequence:

With either the maintenance safety pins missing or not able to be used, the wheelchair lift may not be safely stowed in place, increasing the risk of injury to those working on, or around, the lift.

Remedy:

Prevost will notify owners, and dealers will add the safety pins and/or verify that they work properly, as needed, free of charge. The safety recall is expected to begin in December 2012. Owners may contact Prevost at 1-418-883-2888.

Notes:

The Prevost recall campaign number is SR12-69. Customers may also contact the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-423 (TTY: 1-800-424-9153), or go to <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. Also, 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 Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

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

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