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PREVOST

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June 21st 2012

National Highway Traffic Safety Administration (NSA-10)
1200 New Jersey Avenue, S.E.
Washington, D.C, 20950
rmd.odi@dot.gov

Subject: Recall Campaign SR12-59
BodyWork Software Update
Model Year 2009-2012 Volvo Bus vehicles
Defect Report

Hi:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and 49 CFR Part 573.

Prevost has decided to conduct this safety action. Details of this action are included in the attached Defect Report.

Best regards,



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Defect Report

Recall Campaign Number Prevost SR12-59
Subject: BodyWork Software Update

Vehicle Models Involved in the Recall:

- **Manufacturer:** Volvo Bus
 - **Models:** 9700, year model 2009 to 2012
 - **VIN:** from 3CET2M62695 up to 3CET2S22XC5 incl.
- **Dates of Production:** Begin May 2009, ending February 2012

Recall Population

- Approximate percentage of the production of all the recalled models manufactured by Volvo Bus between the inclusive dates of manufacture provided above, that the recalled model population represents : 20% (27 vehicles recalled, out of the 132 produced during the above period)
- Estimated number of vehicles potentially affected by the Recall: 27, where 19 were modified under warranty bulletin wb12-56.
- Approximate percentage of the total number of vehicles recalled estimated to actually contain the defect: 100%
- How the recall population was determined: the models recalled are those equipped with wheelchair lift, produced between production dates above.

Description of the Defect

- **Description:** The vehicles involved in this recall may come to a sudden stop by brake application if sensor reads that the wheelchair lift door is not completely closed.
- **Cause of the defective condition:** error in the body software logic
- **Consequence:** the vehicle may come to a sudden stop. Risks of collisions
- **Warning that can precede:** may occur without warning.

Chronology in determining the Defect

March 1st 2012: Prevost took the decision to conduct a warranty bulletin (wb12-56)
June 19th 2012: Prevost took the decision to perform a safety recall

To date, no accidents, injuries nor fatalities have been reported.

Description of the Remedy

Prevost has voluntarily decided that all suspected vehicles shall have body work software updated, free of charges.

Differences between the recall condition and the remedy

Software Number in vehicle recalled is 21298662, whereas software 21656255 active vehicles compliant.

How and when the recall condition was corrected in production.

The latest software is active in vehicles produced after February 2012.

Recall Schedule

June 2012: Safety recall expected to be mail out to customers.

As of now, no problems are foreseen with implementing the recall.

Recall Communications

Copies of notice to customers and bulletin are enclosed, for your review.