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PREVOST

July 3rd 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 SR12-61
Passenger Seat Wall Track
Some 9700 coaches, Model Years : 2009 – 2011
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.

Volvo Bus 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 SR12-61 (VBC Recall C8875)
Subject: Passenger Seats

Vehicle Models Involved in the Recall:

- **Manufacturer:** Volvo Bus
- **Models:**
 - 9700
 - Model Years : 2009 - 2011
 - Vin from 3CET2M62095127144 up to 3CET2S22XB5145926 incl.
- **Dates of Production:** Begin August 2008, ending December 20 2010

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 : 93%
- Estimated number of vehicles potentially affected by the Recall: 165, but out of this quantity, approx. 17 repaired under special bulletin SP12-50; Approximately 148 vehicles remain to be corrected.
- Approximate percentage of the total number of vehicles estimated to actually contain the defect: 50%
- How the recall population was determined: the models recalled are those equipped with factory-installed 10g passenger seats, produced between dates above.

Description of the Defect

- **Description:** The vehicles involved in this recall need to have their passenger seat wall mounting track inspected and if needed, repaired.
- **Cause of the defective condition:** wall seat brackets not per specifications or seat bolt overtightened during production.
- **Consequence:** Passenger seat not properly attached to the structure.
- **Warning that can precede:** may occur without warning.

Chronology in determining the Defect

January 2012	First Concern Report obtained from the field
January-February 2012	Investigation with production factory and with supplier to understand root cause, solution in production
February 9 th 2012	Revision of production instruction in place
February 10 th 2012	Prevost informed VBC that some vehicles found with seat rail bolts overtightened

March 20 th 2012	Process in place to inspect stock vehicles (under Prevost control in US), to find out if batch related problem;
May 31 st 2012	Results of inspection of stock units show no sign of batch related defects.
June 27 th 2012	VBC took the decision to perform a safety recall.

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

Description of the Remedy

Volvo Bus has voluntarily decided that all suspected vehicles shall have their passenger seat wall track inspected and if needed, repaired, free of charge.

Differences between the recall condition and the remedy

Recalled vehicles might have damaged passenger seat wall track, p/n 70349139; The remedy will replace any damaged track with new ones, if needed.

How and when the recall condition was corrected in production.

Installation process corrected on 9700 vehicles produced after February 9th 2012.

Recall Schedule

Exact recall schedule to be confirmed shortly, depending on material availability.

Recall Communications

Copies of notice to customers and bulletin will be sent shortly to you, for your review.