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PREVOST

November 12th 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 SR12-69
Wheelchair Lift Cylinders and Maintenance Safety Pins
Model Year 2009-2013 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,



Deny Bertrand
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Prevost
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Defect Report

Recall Campaign Number Prevest SR12-69 (VBC Campaign number C6100)
Subject: Wheelchair Lift Cylinders and Maintenance Safety Pins

Vehicle Models Involved in the Recall:

- **Manufacturer:** Volvo Bus
- **Models:** 9700, Model Years 2009 to 2013
- **VIN:** From 3CET2M62195133518 up to 3CET2S227D5157597 incl.
- **Dates of Production:** Begin April 2009, ending June 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 : 28% (44 vehicles recalled, out of the 159 produced during the above period)
- Estimated number of vehicles potentially affected by the Recall: 44
- Approximate percentage of the total number of vehicles recalled estimated to actually contain the defect: uncertain
- How the recall population was determined: the models recalled are those equipped with wheelchair lift, produced between production dates above.

Description of the Non-Compliance

- **Description:** The vehicles involved in this recall may have missing maintenance safety pins on the sides of their wheelchair lift. There is also a possibility that the wheelchair lift cylinders may not be to the proper length. If this is the case, the maintenance safety pins may not be properly be used.
- **Cause of the defective condition:** error from supplier during specification change process.
- **Consequence:** risk of injuries during wheelchair lift unit maintenance or repair, as pins' role is to block in place the wheelchair lift unit.
- **Warning that can precede:** may occur without warning.

Corporate Name of the fabricating manufacturer of the item of equipment being recalled.

- Name of the Manufacturer: Ricon
- Item of equipment subjected to this recall: WheelChair Lift
- Supplier Contact person:

J-F Viau, Regional Sales manager

Ricon

Phone: 800.322.2884 #3027

Email: jfviau@wabtec.com

Chronology in determining the Defect

Oct 17th 2012: Once case of missing maintenance safety pins on three vehicles in service;
Start of the investigation internally and with the supplier;
November 8th 2012: VBC released a safety recall for the present action

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

Description of the Remedy

Prevost has voluntarily decided that all suspected vehicles shall have their wheelchair lift inspected, free of charge.

Differences between the recall condition and the remedy

Maintenance safety pins might be missing on recalled vehicles or if present, might not be used properly, whereas maintenance safety pins are present and working properly on compliant vehicles.

How and when the recall condition was corrected in production.

The maintenance safety pins are correctly installed on vehicles produced after November 5th 2012.

Recall Schedule

November 2012: Parts expected to be received
December 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 will be sent shortly, for your review.