

July 11, 2012

STOCK 9700 VOLVO  
201 SOUTH AVENUE  
SOUTH PLAINFIELD, NJ 7080  
US

Dear customer,

For your information, find enclosed Safety Recall SR12-59 which applies to the following vehicle(s):

3CET2S22XC5152652

If you are no longer the owner of any of these vehicles, please send us the following information on the new owner:

Serial #: \_\_\_\_\_

Customer name and address: \_\_\_\_\_

Phone and fax #: \_\_\_\_\_

Please note that if you don't know this information, we can't delete your ownership from the database. The vehicle will stay under your name.

Truly yours,



Dominique Gagnon  
Technical Publications Supervisor

July 2012

**SAFETY DEFECT / NONCOMPLIANCE NOTICE**

PREVOST SAFETY RECALL CAMPAIGN SR12-59 "BODYWORK SOFTWARE UPDATE"

Dear Customer,

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 Car US (Inc) has decided to conduct a safety recall campaign involving a limited quantity of 2009-2012 Volvo Bus 9700 coaches equipped with wheelchair lift system.

**VEHICLES INVOLVED**

The following **Volvo 9700** coaches:

<u>3CET2M62695134115</u>	<u>3CET2S229B5142239</u>	<u>3CET2S226B5148435</u>	<u>3CET2S226B5148855</u>
<u>3CET2M62XA5140469</u>	<u>3CET2S220B5148253</u>	<u>3CET2S222B5148853</u>	<u>3CET2S22XC5152652</u>

**DEFECT DESCRIPTION**

The vehicles involved in this safety recall campaign may come to a sudden stop by brake application if wheelchair lift door is not completely closed. The bodywork software needs to be updated as soon as possible.

**CORRECTIVE ACTIONS**

Prevost Car US Inc. has voluntarily decided that all vehicles involved shall have the bodywork software updated free of charge. You must refer to Safety Recall SR12-59 for further details.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**REPORTING REQUIREMENT**

In order to verify and document the corrective action taken on your vehicle(s) pursuant to the requirements of the Federal Motor Vehicle Safety Regulations, we are enclosing a Safety Recall Certification sheet. When the vehicle(s) is (are) repaired, this (these) sheet(s) must be completed and returned to Prevost at the address found at the bottom of this page.

**PREVOST.**

**LABOR & PARTS REIMBURSEMENT:**

Prevost Car US (Inc) will proceed to the bodywork software update free of charge.

Federal laws require that you be informed of your right to notify the Department of Transportation if you are unable to have the defect remedied without charge. The address for this purpose is:

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE

Washington, DC 20590

USA

Auto Safety Hotline: 1-888-327-4236

Teletypewriter (TTY): 1-800-424-9153

<http://www.safecar.gov>

If any assistance is required, please contact your local distributor or Prevost Car US (Inc) service department.

We regret any inconvenience which this situation may cause you. However, we are concerned about your safety; rest assured that Prevost Car US Inc. is making all efforts to remedy the defect as quickly as possible in the interest of motor vehicle safety.

Truly yours,



Dominique Gagnon  
Technical Publication Supervisor

# Safety Recall

# SR12-59

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## BODYWORK SOFTWARE UPDATE 9700 (B13R)

### MODEL YEAR(S) AND VEHICLE SERIAL NUMBERS (VIN) INVOLVED

VIN			
The following Volvo Bus 9700 Model Year 2009 to 2012			
3CET2M62695 <u>134115</u>	3CET2S229B5 <u>142239</u>	3CET2S226B5 <u>148435</u>	3CET2S226B5 <u>148855</u>
3CET2M62XA5 <u>140469</u>	3CET2S220B5 <u>148253</u>	3CET2S222B5 <u>148853</u>	3CET2S22XC5 <u>152652</u>

### DESCRIPTION

The vehicles involved in this safety recall campaign may come to a sudden stop caused by automatic parking brake application if wheelchair lift door is not completely closed. The bodywork software needs to be updated as soon as possible.

If you do not have the ability or the required tooling to perform this bulletin, please contact your Prevest Service Center or Authorized Service Provider to schedule an appointment at your earliest convenience. Please mention Safety Recall SR12-59. A complete list of all 135+ affiliated Prevest service points is available on [www.prevestcar.com/network](http://www.prevestcar.com/network).

Prevest Service Centers		
Quebec	850, chemin Olivier Saint-Nicolas, Quebec G7A 2N1	Toll free phone: 1-866-870-2046 Tel.: 1-418-831-2046
British Columbia	6537 River Road Delta, BC V4K 5B9	Tel.: 1-604-940-3306
New Jersey	201 South Avenue South Plainfield, New Jersey 07080	Toll free phone: 1-800-223-0830 Tel.: 1-908-222-7211
Florida	6931 Business Park Blvd. North Jacksonville, Florida 32256	Toll free phone: 1-800-874-7740 Tel.: 1-904-886-4555
Tennessee	800 South Cartwright Street Goodlettsville, Tennessee 37072	Toll free phone: 1-877-299-8881 Tel.: 1-615-299-8881
Texas	15200 Frye Road Fort Worth, Texas 76155-2702	Toll free phone: 1-866-773-8678 Tel.: 1-817-685-0250
California	3384 De Forest Circle Mira Loma, California 91752	Toll free phone: 1-800-421-9958 Tel.: 1-951-360-2550

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06.2012	none	3	02	2(2)

## PROCEDURE



### DANGER

Park vehicle safely, apply parking brake, stop engine. In the battery box, set the battery cut-off switch to the OFF position prior to working on the vehicle.

**Technicians:** Please access **VBC Remote** and **download latest Bodywork Software** (Bus type and chassis number are required to order the new SW). When completed, please review door brake wiring to ensure that vehicle cannot be moved while wheelchair lift door is open.

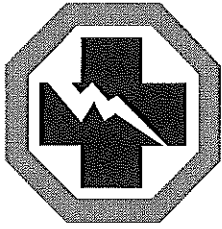
## WARRANTY

This modification is covered by Prevest's normal warranty. The working time required to perform this warranty bulletin is approximately one (1) hour. As a matter of normal service process, your Prevest Service Center or Prevest Certified Service Provider will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

Please contact your Prevest Service Center or your Prevest Certified Service Providers for additional information and to schedule an appointment at your earliest convenience. Please mention Safety Recall SR12-59.

## OTHER

VBC Bulletin	C8869
Fail Code	6-27-1
Defect Code	4-49
System Condition	R
Causal Part	21427769



**PREVOST**

**Safety Recall  
Certification Sheet  
(Ref: Sr12-59)**

ENREGISTRÉ - REGISTERED  
ISO 9001 & ISO 14001



**SERIAL NUMBER:** \_\_\_\_\_

PERFORMED BY		OWNER/OPERATOR	
We hereby certify that Safety Recall Instructions with regard to Safety Recall #12-59 have been performed.			
Name: _____		Name: _____	
Addr: _____		Addr: _____	
Phone: _____		Phone: _____	
Fax: _____		Fax: _____	
Signature : _____		Signature : _____	
Date: _____		Date: _____	

If the information mentioned above is incorrect or you are not the owner of this vehicle anymore, please fill this section and return to sender.

**NEW OWNER:** \_\_\_\_\_

**BUSINESS:** \_\_\_\_\_

**ADDRESS (including County):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **FAX:** \_\_\_\_\_

**Please return this completed document with your A.F.A. form**

