

October 22, 2012

G. DICOSTANZO, INC. DBA
11 SHARPE DRIVE
CRANSTON, RI
02920

SUBJECT: Sr12-65 NOTIFICATION

Dear customer,

For your information, find enclosed bulletin Sr12-65.

This bulletin applies to the following vehicle(s):

3CET2S228B5145925

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

850, chemin Olivier, Saint-Nicolas QC G7A 2N1 CANADA
T 418 831-2046 F 418 831-9301

www.prevostcar.com

October 2012

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL CAMPAIGN SR12-65 "Hose protection for hydraulic pressure pipe"

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 that a defect which relates to motor vehicle safety exists in certain 2009 to 2013 9700 coaches (see table below).

Models affected	Vehicles affected
9700 us/can Model Year : 2009 up to 2013	From 3CET2M627 <u>95127142</u> up to 3CET2S224 <u>D5155495</u> incl.
This bulletin does not necessarily apply to all the above-mentioned vehicles.	

DEFECT DESCRIPTION

The vehicles involved in this recall are presenting a risk of material crack on a hydraulic pipe to fan drive.

FAILURE CONSEQUENCE

Risk of fire due to oil spray reaching hot components in engine compartment.

CORRECTIVE ACTIONS

Volvo Bus has voluntarily decided that all suspected vehicles shall have their hydraulic pipe (p/n 21097756 or 21482012 depending on model) protected by a rubber skirt that will eliminate the risk

of fire and oil spraying in the engine compartment, free of charge. You must refer to safety recall SR12-65 for the complete procedure.

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
850, chemin Olivier
Saint-Nicolas QC
G7A 2N1 Canada*

If you are a Lessor of vehicles subject to this notice, federal regulation requires that you forward a copy of this notice to the lessee within ten days.

If you no longer own the vehicles(s) listed on the first page, please help us update our records by completing the following section and returning it at the address above or at prevost.onlinewarranty@volvo.com with 'Change of Ownership' as Subject.

Vehicle Identification Number (VIN) :

New owner name and address :

Phone and fax# :

LABOR & PARTS REIMBURSEMENT:

Prevost Car US (Inc) will reimburse the parts and labor as described in SR12-65.

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.safercar.gov>

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

PREVOST.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Prevost's commitment to provide our customers with the best possible product.

Truly yours,

A handwritten signature in black ink, appearing to read 'D Gagnon', with a stylized flourish at the end.

Dominique Gagnon
Technical Publications Supervisor



PREVOST

**Safety Recall
Certification Sheet
(Ref: Sr12-65)**



SERIAL NUMBER: _____ **3CET2S228B5145925** _____

PERFORMED BY		OWNER/OPERATOR	
We hereby certify that Safety Recall Instructions with regard to Safety Recall #12-65 have been performed.			
Name: _____		Name: G. DICOSTANZO, INC. DBA	
Addr: _____		Addr: 11 SHARPE DRIVE	
		CRANSTON, RI	
		02920	
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**

Date	Expiration	Group	No.	Page
10.2012	n/a	26	8675	1(5)

Hose protection for hydraulic pressure pipe 9700 (B13R)

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

NOTICE TO SERVICE CENTERS

Verify vehicle eligibility by checking bulletin status with **SAP**

Models affected	Vehicles affected
9700 us/can Model Year : 2009 up to 2013	From 3CET2M627 <u>95127142</u> up to 3CET2S224 <u>D5155495</u> incl.
This bulletin does not necessarily apply to all the above-mentioned vehicles. Please refer to <i>SAP</i> or <i>Vehicle Warranty Information</i> tool found on Prevost-Systems tab of the Volvo Trucks Dealer Portal for exact status.	

DESCRIPTION

On the vehicles affected by this recall, there is a risk of material crack in the hydraulic pressure pipe or leakage from the soldered test nipple. If leakage occurs, oil could spray on hot engine components and self-ignite. Install a slit protection hose on the hydraulic pipe.

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.

The pressure pipe/hose (to the fan) with test nipple is placed on the hydraulic pump and is accessible from the gearbox service hatch.

Safety Recall

SR12-65

Date	Expiration	Group	No.	Page
10.2012	n/a	26	8675	2(5)

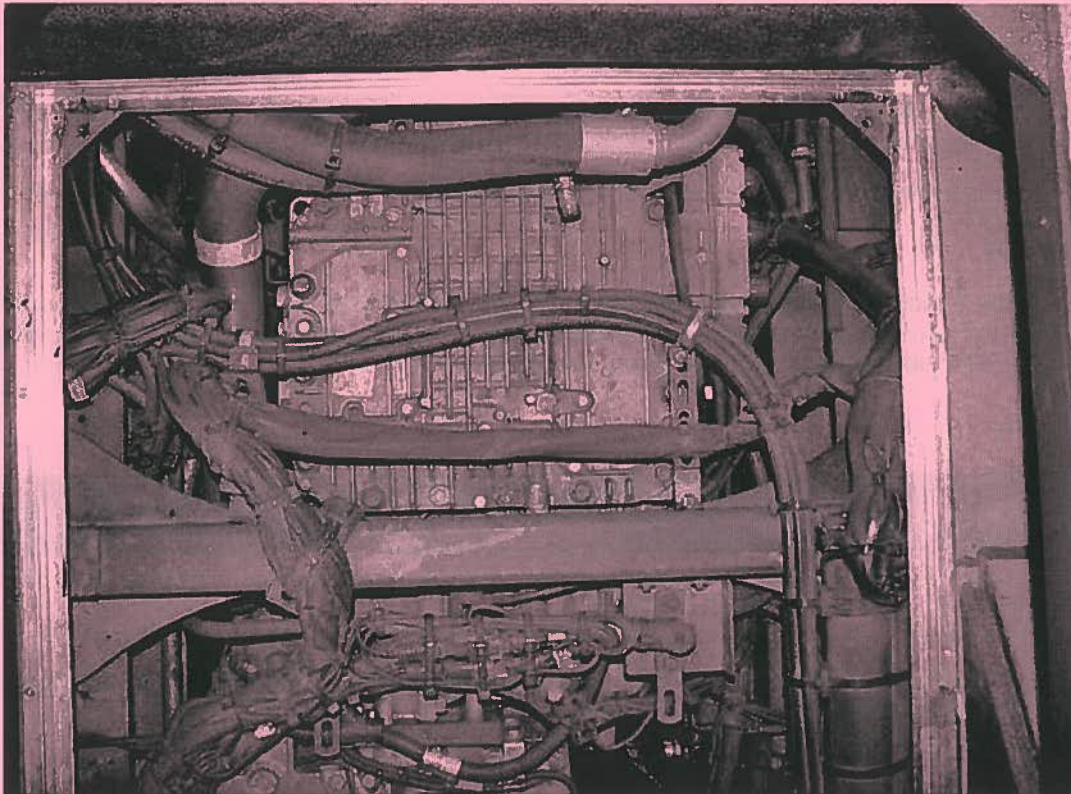
US07 Vehicles, order kit 199286 which includes:

Part Number	Description	Qty
---	Hose protection, US07	1
70312532	Cable tie, heat resistant	6

US10 Vehicles, order kit 199288 which includes:

Part Number	Description	Qty
---	Hose protection, US10	1
70312532	Cable tie, heat resistant	6

1. Open external and internal service hatches at the gearbox.



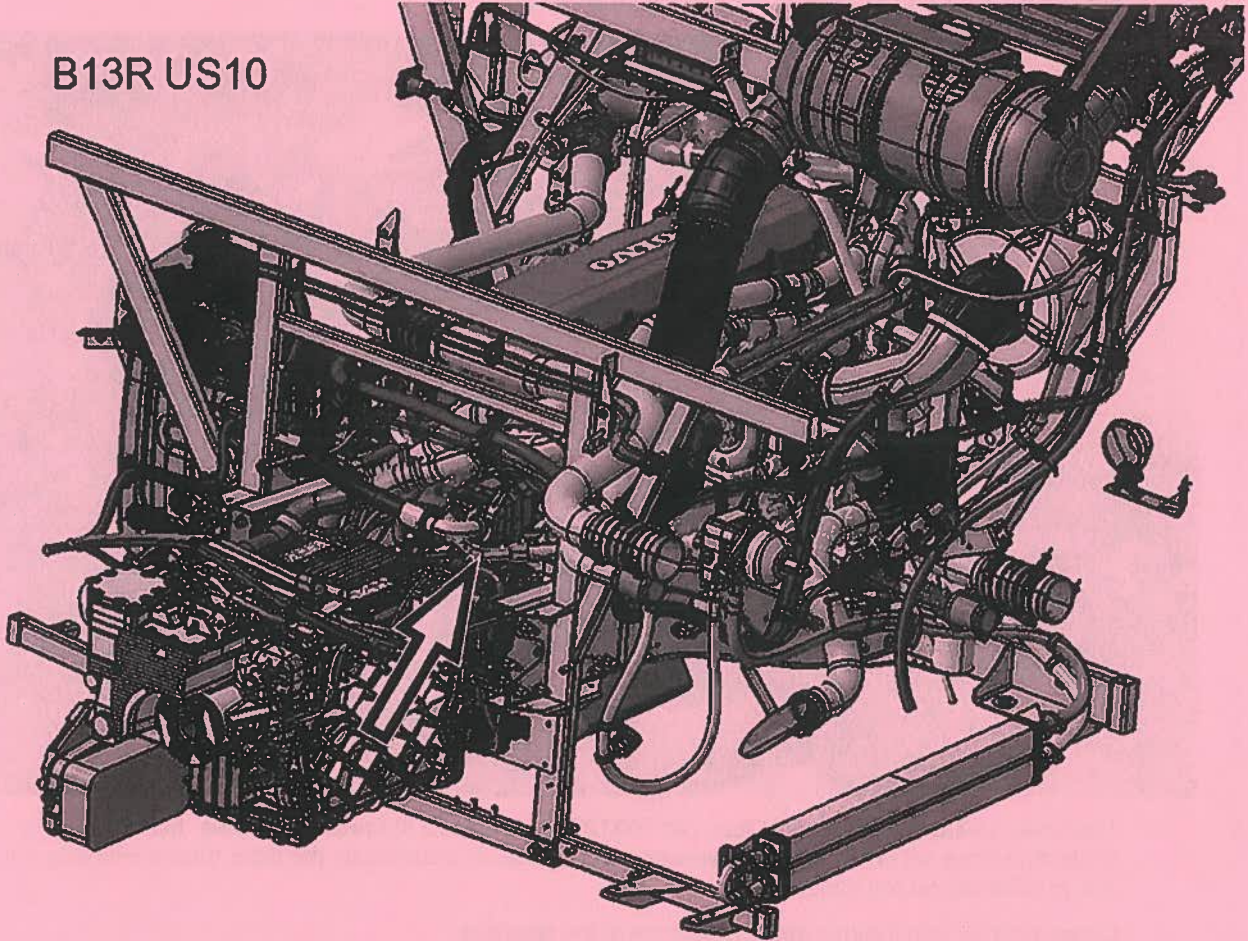
Safety Recall

SR12-65

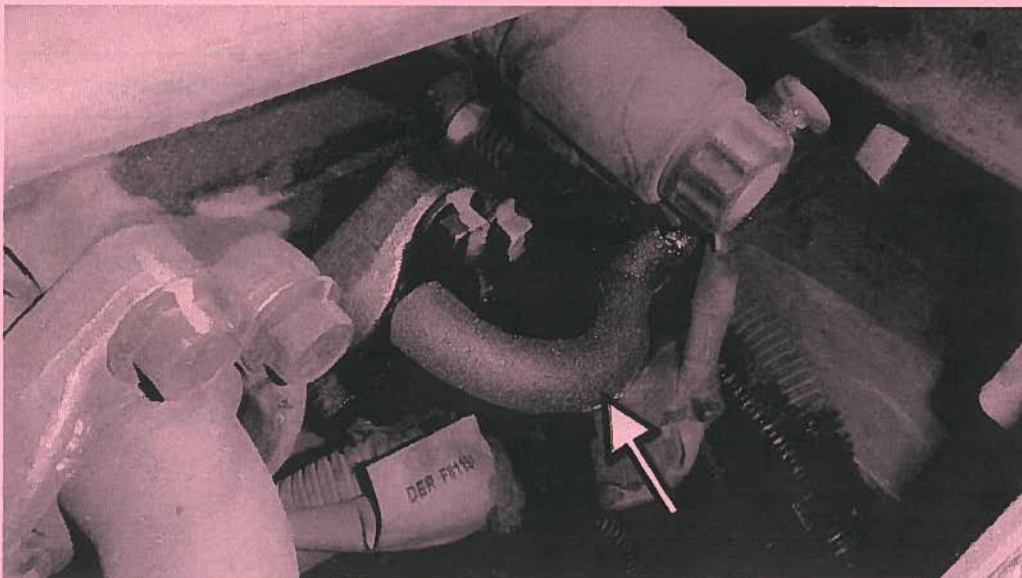
Date	Expiration	Group	No.	Page
10.2012	n/a	26	8675	3(5)

2. Locate the hydraulic pump and hydraulic pressure pipe. It is the smaller pipe with a test nipple. (US10 shown)

B13R US10

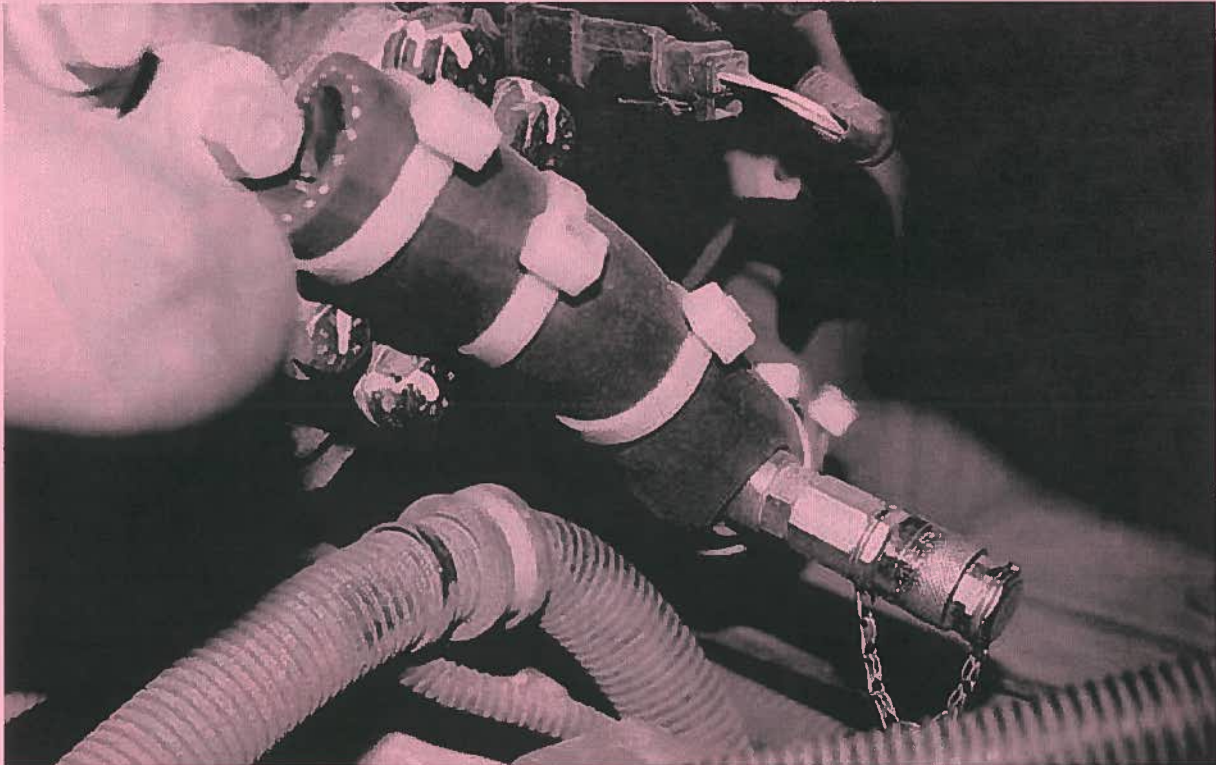


Hydraulic pressure pipe (US 07 shown)



Date	Expiration	Group	No.	Page
10.2012	n/a	26	8675	4(5)

3. Fit the supplied protection hose on the pressure pipe/hose. Rubber protection hose shall cover the whole pipe, up to the connecting flange. Due to the tight bend of the pipe, the protection hose must exceed the pipe end to cover it 100%. (US 10 shown)



Use heat resistant (white) cable ties, p/n 70312532, to secure the protection hose. Make sure the protection hose slit cut is facing downwards when hose is installed on the pipe, thus preventing any risk of oil spray on hot components.

4. Close external and internal service hatches at the gearbox.

PARTS / WASTE DISPOSAL

Discard waste according to applicable environmental regulations (Municipal/State[Prov.]/ Federal)

WARRANTY

This modification is covered by Prevo's normal warranty. We will reimburse you the parts and half an hour (0.5h) of labor upon receipt of a completed A.F.A. form on which you must specify as per "Safety Recall 12-65".

TELL US WHAT YOU THINK!

We are interested in hearing your comments or suggestions regarding this bulletin. Please e-mail them to: TechnicalPublications@volvo.com

OTHER

Safety Recall

SR12-65

Date	Expiration	Group	No.	Page
10.2012	n/a	26	8675	5(5)

VBC Campaign	C8675
Fail Code	05.04
Defect Code	09
System Condition	R
Causal Part	21482012

Prevostr engages in a continuous program of testing and evaluating to provide the best possible product. Volvo Bus, however, is not committed to, or liable for updating existing products.

BR-10-08

Safety Recall

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