



March 2013

Customer Name
Customer Address

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL CAMPAIGN SR13-03 " Automatic Fire Detection and Suppression System – Linear Thermal Detector (LTD) Replacement"

Dear customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR13-03:

List of Customer's
VIN

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 vehicles among the following:

- *2010-2013 H3 coaches*
- *2010-2013 X3 coaches*
- *2010-2013 XLII-45 Entertainer shells*

DEFECT DESCRIPTION

On the vehicles involved in this recall, there is a possibility that the Automatic Fire Detection and Suppression System (AFSS) activates by mistake due to wear of detection cable.

FAILURE CONSEQUENCE

AFSS system may activate while no fire, causing the vehicle to come to an unplanned stop.

CORRECTIVE ACTIONS

Prevost Car US Inc. has voluntarily decided that all vehicles involved shall have their Linear Thermal Detector replaced, free of charge. You must refer to safety recall SR13-03 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
Warranty Department
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 SR13-03.

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.

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