

IMPORTANT SAFETY RECALL  
NHTSA RECALL #13V-591  
January 2014

**PREVOST**

AUTOBUSES EJECUTIVOS LLC  
3200 TELEPHONE ROAD  
HOUSTON, TX 77023  
US

## **SAFETY DEFECT / NONCOMPLIANCE NOTICE**

### **PREVOST SAFETY RECALL CAMPAIGN SR13-92 "ADDITION OF AN EMERGENCY EXIT WINDOW"**

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR13-92:

3CET2M62X95133517    3CET2M62395133293    3CET2M62695133515    3CET2M624A5135803  
3CET2M62295133513    3CET2M620A5135801    3CET2M62695133174    3CET2M62X95133288

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Prevost Car US Inc. has decided that a defect which relates to motor vehicle safety exists in certain VOLVO 9700 model years 2009-2010

#### **DEFECT DESCRIPTION**

On the vehicles involved, a modification was made to provide wheel chair access. After being altered, the buses have an insufficient number of emergency exit windows on the passenger side. As such, these buses fail to conform with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 217, "Bus Emergency Exits and Window Retention and Release."

#### **FAILURE CONSEQUENCE**

In the event of an emergency, an insufficient number of emergency exits may delay an occupant's egress of the bus, increasing the risk of personal injury.

**CORRECTIVE ACTIONS**

Prevost Car US Inc. has voluntarily decided that for all vehicles involved, an additional emergency exit window will be installed, free of charge. You must refer to safety recall SR13-92 for the complete procedure. Please allow 14 working hours over a 3 days period to perform this modification.

**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*

**NOTICE REGARDING LEASED VEHICLES**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or noncompliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**IF YOU NO LONGER OWN THE VEHICLES(S)**

If you no longer own the vehicle(s) listed on the first page, please help us update our records by forwarding the Vehicle Identification Number (VIN), and new owner complete Name, address, phone number and email to the address above or at [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com) with 'Change of Ownership' as Subject.

**LABOR & PARTS REIMBURSEMENT**

Prevost Car US (Inc) will reimburse the parts and labor as described in SR13-92.

**ASSISTANCE/ COMPLAINTS**

If you need assistance, please contact Prevost Car US (Inc) Service Department.

You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue SE, Washington, DC 20590, USA, Auto Safety Hotline: 1-888-327-4236, (TTY): 1-800-424-9153) or go to <http://www.safercar.gov> if you believe that Prevost Car US has failed to remedy the defect without charge, or has failed to remedy the vehicle within 60 days of the owners first tender to obtain repair following the earliest time that parts are available.

**PRE NOTIFICATION REMEDIES**

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Prevost Car US will reimburse the claimant by check for the reasonable amount paid for repairs (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the defect as stated in the safety recall notification. *To qualify, repairs must have been completed no earlier than one year prior to the release of the recall and no later than 10 days after the release of the recall mailing of the initial customer notification letter pertaining to the recall.*

Submit copies of documentation supporting your claim (The invoice / receipt providing the VIN, date of repairs, total amount paid and breakdown of the parts, labor, and other costs. Costs associated with the recall repair must be highlighted or circled on the invoice.)

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,



Dominique Gagnon  
Technical Publications Supervisor

|         |            |       |     |       |
|---------|------------|-------|-----|-------|
| Date    | Expiration | Group | No. | Page  |
| 01.2014 | none       | 8     | 01  | 1(26) |

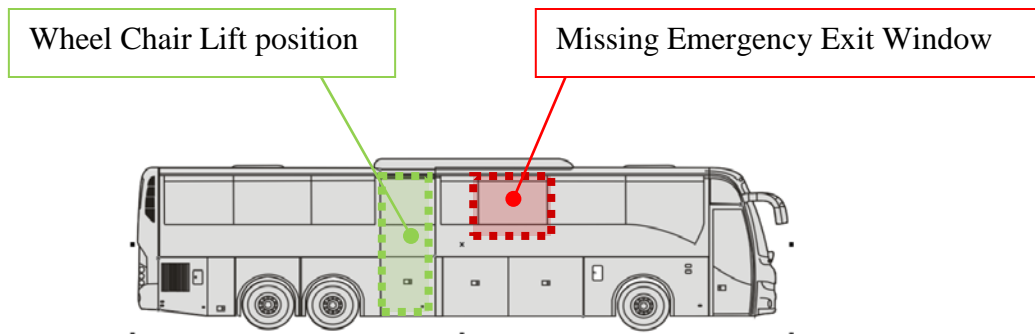
## ADDITION OF AN EMERGENCY EXIT WINDOW 9700 (B13R)

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

| VIN  |                   |                   |                   |
|--|-------------------|-------------------|-------------------|
| The following Volvo Bus 9700 Model Year 2009 to 2010 |                   |                   |                   |
| 3CET2M62X95133517                                    | 3CET2M62395133293 | 3CET2M62695133515 | 3CET2M624A5135803 |
| 3CET2M62295133513                                    | 3CET2M620A5135801 | 3CET2M62695133174 | 3CET2M62X95133288 |

### DESCRIPTION

On the vehicles involved in this safety recall, the quantity of emergency exit windows is insufficient to comply with the requirements of FMVSS no. 217: "Bus Emergency Exits and Window Retention and Release".



If the vehicle is equipped with a wheel chair lift *and does not* have an emergency exit window as shown in the figure above, please contact your Prevest Service Center to schedule an appointment at your earliest convenience to have an additional emergency exit window installed free of charge. Please mention Safety Recall SR13-92. A complete list of Prevest service points is available on [www.prevestcar.com/network](http://www.prevestcar.com/network).

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

## PROCEDURE

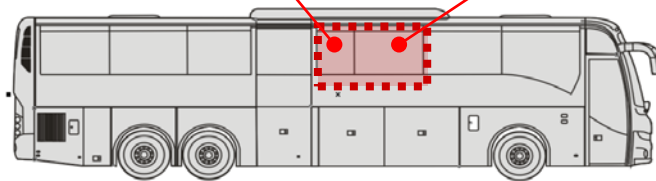


### DANGER

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.

Small fixed Window  
to be removed and  
re-installed.

Fixed Window to be  
replaced by an  
emergency window.



# Safety Recall

# SR13-92

|         |            |       |     |       |
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## Order kit 199281 which includes:

| Part Number | Description                       | Qty      | Comments    |
|-------------|-----------------------------------|----------|-------------|
| 21970752    | Emergency Window LT 31%           | 1 pce    | Grey Tinted |
| 21289374    | Rubber Molding                    | 16' 5"   |             |
| 21655877    | Decal, Emergency Window           | 2 pce    |             |
| 21320062    | Lock Pin                          | 2 pce    |             |
| 949845      | Flange Screw                      | 4 pce    |             |
| 20707763    | Insulating Bushing                | 59"      |             |
| 21000221    | Rubber Spacer 10mm x 12mm         | 12"      |             |
| 20844257    | Adhesive Tape, Double Side, 25 mm | 59"      |             |
| 70364951    | Adhesive Layer, Black             | 3450 cm2 |             |
| 21736880    | SENSOR, MAGNETIC CONTACT M04      | 1        |             |
| 21721793    | SENSOR, MAGNETIC MK04-1B90C-500W  | 1        |             |

## Other parts required




| Part Number | Description                            | Qty    | Comments                       |
|-------------|--|--------|--------------------------------|
| 21675360    | Internal Cover Molding                 | 1 pce  | Order if damaged               |
| 21333610    | Window Pane LT 31%                     | 1 pce  | Grey Tinted, Order if damaged. |
| 8714348     | Sika 265 Sealing Compound Black, 600ml | 5      | Only avail. in sausage         |
| 683661      | Sika Aktivator                         | 250 ml |                                |
| 680459      | Loctite 404 Cyanoacrylate adhesive.    | 15 ml  | Or other equivalent            |
| -----       | Sodium bicarbonate (Baking Soda)       | 1 ml   | Use with cyanoacrylate.        |

# Safety Recall

# SR13-92

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## Special Tools

| Part Number | image  | Description                     | Qty   |
|-------------|--|---------------------------------|-------|
| 683260      |   | Pneumatic gun for 600ml sausage | 1 pce |
| 683124      |   | Mixer Adaptor                   | 1     |
| 683655      |  | Triangle bead adaptor           | 1     |



## DANGER

Before working on a vehicle, set the parking brakes, place the transmission in neutral, and block the wheels. Failure to do so can result in unexpected vehicle movement and can cause serious personal injury or death



## DANGER

Use ladders, platforms or lift equipment of adequate rating to access top area of bus body. Failure to follow this recommendation may result in a fall, serious personal injury or death.

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## 1. BEFORE REMOVING THE GLASS

- Protect the passenger seats.
- Protect the side of the bus body,

**DURING REMOVAL OF THE GLASS USE SAFETY GOGGLES AND SAFETY GLOVES**

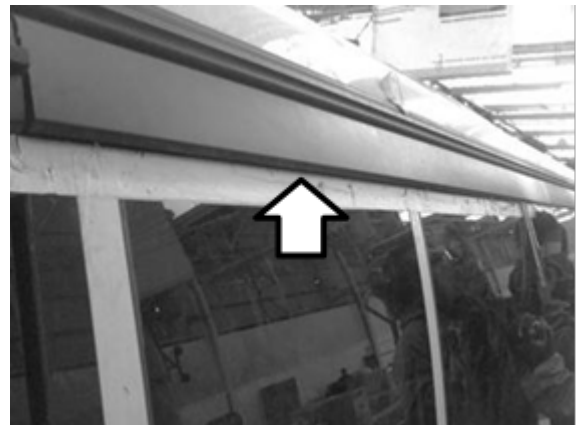
## 2.

Remove the moldings around the windows inside the bus



## 3.

Protect the windows all around with masking tape and remove the adhesive as much as possible in the bottom edge of the aluminum molding.



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## 4.

To unglue the aluminum molding, use pry bars and a cutter to push out the molding and cut the adhesive carefully.

**Note:** Do this task very carefully to avoid damage the molding and the small window, in order to install them again.



5. Push the molding upwards and remove the remaining old adhesive at the corners.



## GLASS REMOVAL

*If you wish to keep the glass, follow steps 6 to 10.*

## 6.

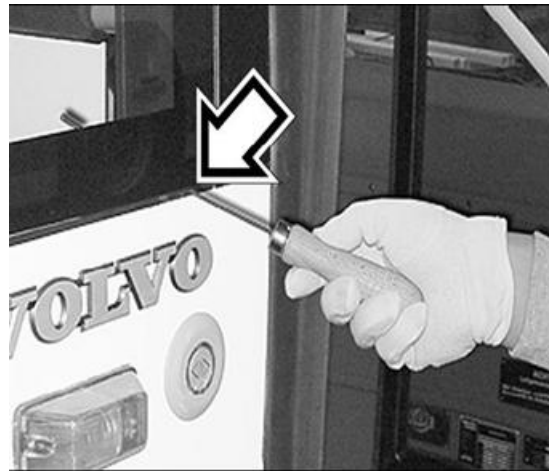
Cut and remove the adhesive around the window frame outside the bus.



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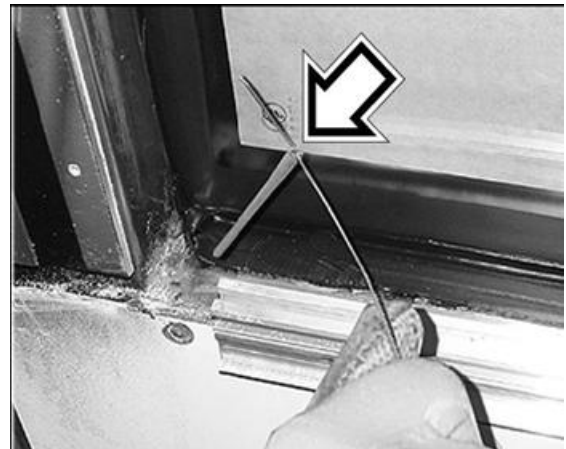
7.

Insert an awl into the split.



8.

Thread a steel wire through the eye of the awl and pull the wire over to the other side.



9.

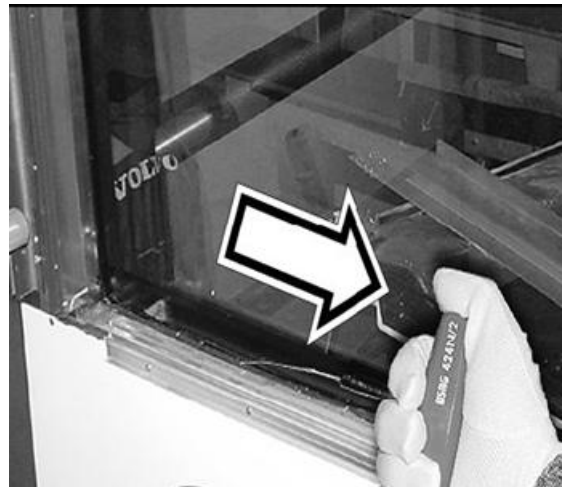
Attach the handles to the wire.



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10.

Cut out the glass. When finishing carefully remove the wire out the glass.



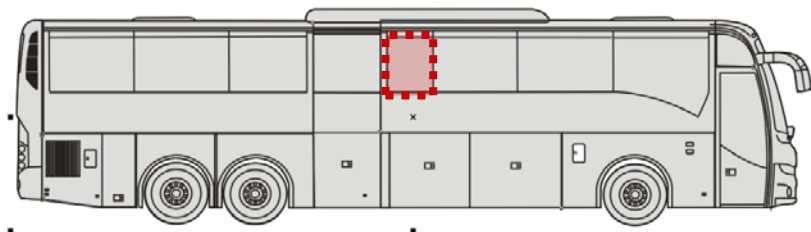
11.

Clean and remove the remaining old glue from the frame.



12.

Remove the 4th window pane **21674660** next to the window to be replaced. Repeat steps from 1 to 8. Removing this window will allow a better gap distribution between windows.



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## Installing the rubber molding

### 13.

On the bus frame, scour around the frame surface with a heavy duty scour pad to promote adhesion. To apply Sika Aktivator **683661**; substrate must be clean, dry, free of oil and grease; thoroughly remove all loose particles and residues.

#### Sika Aktivator application:

Wipe bond face with a clean, lint-free cloth moistened with Sika Aktivator. Apply sparingly, wiping once only. Wipe off with a clean dry cloth or paper towel.

Allow to dry 10 minutes but not more than two hours before applying adhesive. If adhesive cannot be applied within two hours of priming, repeat application.



### 14.

Stick double sided tape **20844257** in the upper edge frame (only).



### 15.

Remove the protective layer and stick the rubber molding **21289374** all around the inner edge of the frame for emergency window.



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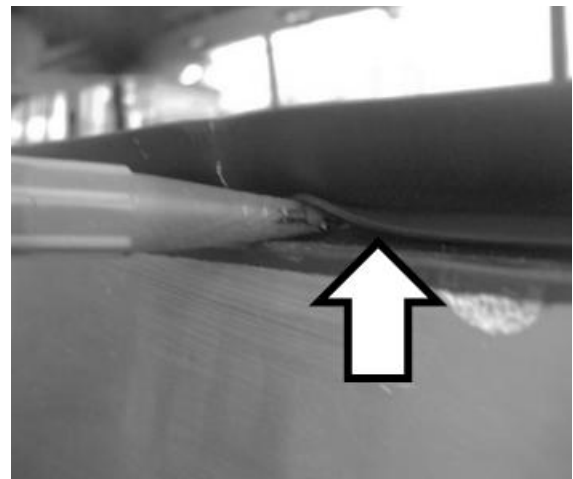
Start at the middle of the bottom edge of the window's frame, radius at the corners as small and smooth as possible, check the good adhesion of the rubber molding. Cut the molding to join with the star end of the molding, glue the butt joint with cyanoacrylate adhesive.



## 16.

Apply adhesive **8714348** all around under the rubber molding as shown in the image.

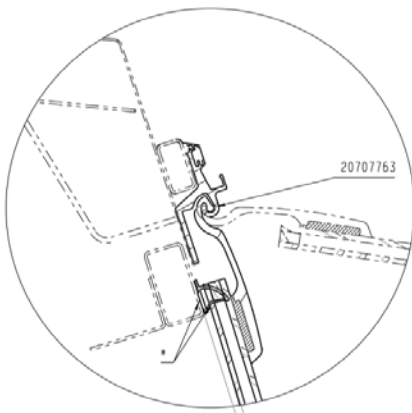
**Note:** Before installing the emergency window you must wait at least 12 hours for the adhesive to dry **8714348**.



**Install the new emergency window.**

## 17.

Install the Insulating bushing **20707763** on the upper round edge of the aluminum molding of the emergency window, as is shown in the image.



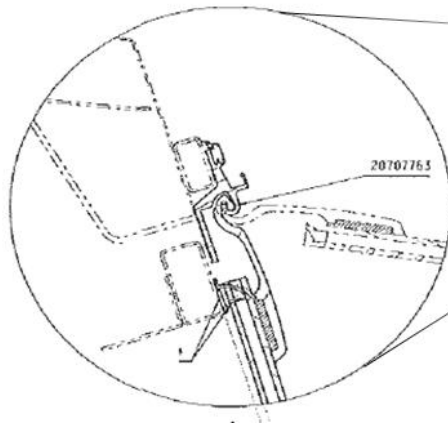
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## 18.

Insert the new emergency window assembly into the upper aluminum molding of the bus.

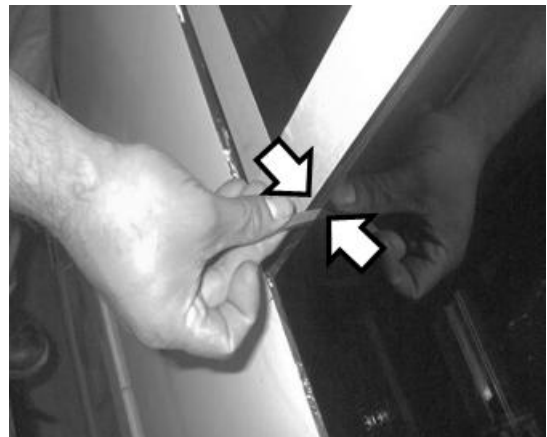
### Note:

For this step 2 people are needed.



## 19.

Adjust the clearance between windows  $1/4" \pm 1/32"$  (6mm  $\pm 1$ mm).



### Install Lock Pins

## 20.

Close and align the emergency window surface with the emergency window already installed (and perfectly closed).

## 21.

Once the window is closed and aligned, open completely the emergency window mechanism and find the lock pin **21320062** final position in one side, mark the position of the holes for the both screws to fit the lock pin; do the same for opposite side.

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22.

Open emergency window, hold open the emergency window and drill four **5mm** holes.

**Note:** Use a center punch to avoid drill walk and result in an inaccurate hole position.



## WARNING

When drilling always wear proper eye protection. Failure to wear proper eye protection can result in serious personal injury.

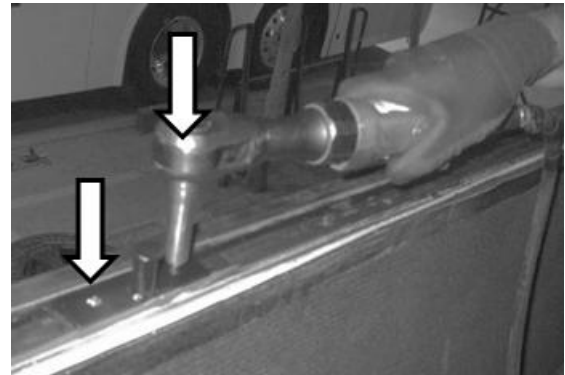


23.

Install the lock pin using 2 flange screws, M6\*20 949845. Tighten screws to  $88 \pm 13$ lb-in

**Note:** Do not re-use screws. If damaged use new screws.

**Note:** Avoid damaging the pin to reduce the risk of a jammed mechanism.



## Install Small Window pane

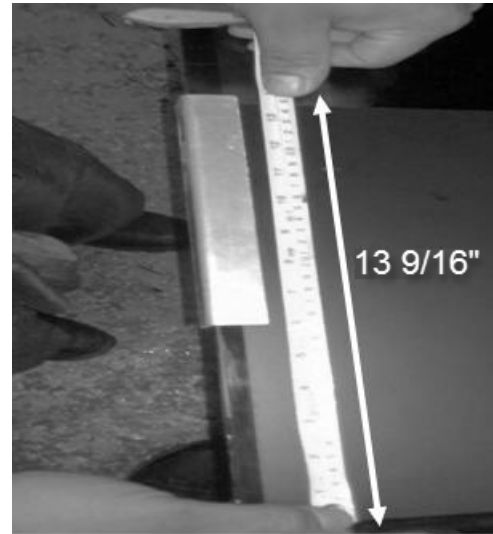
24.

Before installing the next window Remove all traces of old glue and clean perfectly, remove the black adhesive layer.

Install a new strip of black adhesive layer **70364951**, place at the same position than old one. See images

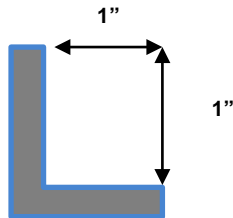


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## 25.

All around the window pane cut the Adhesive Layer 1". We recommended using an L profile as shown in the images.



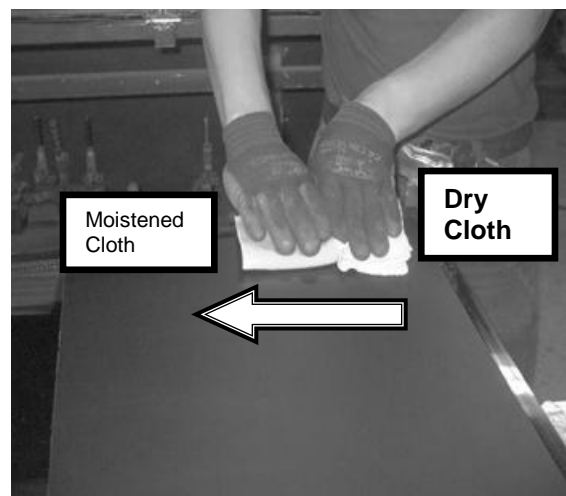
## 26.

Apply Sika Aktivator all around the window pane, were the adhesive layer was removed.

### Sika Aktivator application:

Wipe bond face with a clean, lint-free cloth moistened with Sika Aktivator. Apply sparingly, wiping once only. Wipe off with a clean dry cloth or paper towel.

Allow to dry 10 minutes but not more than two hours before applying adhesive. If adhesive cannot be applied within two hours of priming, repeat application.



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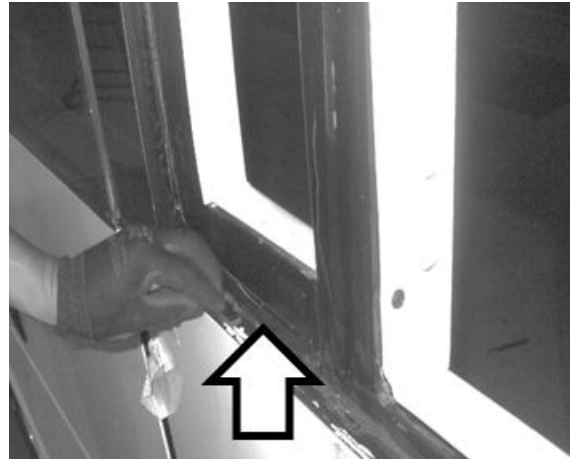
27.

Apply Sika Aktivator to the entire surface of window frame following the instructions in the previous step.



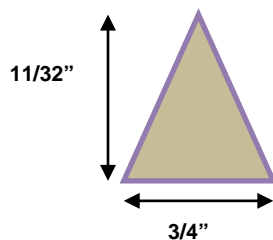
28.

Before placing the window pane, install two rubber 10mm spacers along the window lower frame to support the window pane. Set the rubber spacer to 7 7/8" from each lower corner of the window frame.

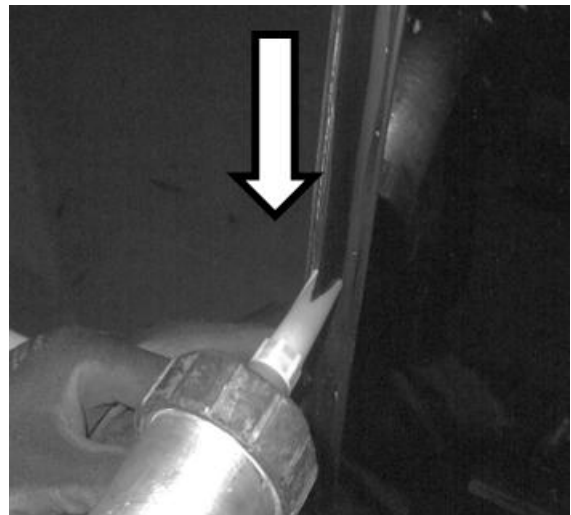


29.

Apply Black Sealant (**8714348**) all around the window frame. Bead profile will be applied 5 mm from the profile outer edge.



**Cross section of adhesive**



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## 30.

Install the window pane in position

**Note:** Check that the window pane is in the same level and aligned with the rest of window panes.

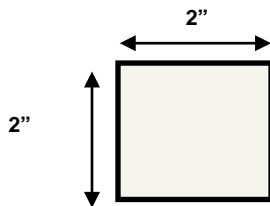
**Note:** Be sure to set first the lower side of window pane.



## 31.

Put some pieces of wood to hold the side window pane (and adjust it) in its position. Use self-drilling screws, 45 mm length.

**Note:** Before filling the joint gap let the sealer dry at least **\*\*24\*\*** hours.



## Sealing

## 32.

After 24 hours, remove pieces of wood and seal the joint gap. To seal the emergency window side open the emergency window and put black sealant 8714348 along the interior window edge.



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### 33.

Remove adhesive **8714348** excess using a rubber scraper and apply soapy water to obtain a good smooth finishing.



### Install aluminum molding

### 34.

Install the upper window molding. Use the molding removed at the beginning and cut it according to the window width. To cut use a cut off tool.

**Note:** Use the molding previously removed and cut to fit window pane size.



### 35.

Remove dirt and dust from window surface by cleaning with Sika Cleaner. Allow 10 minutes to dry, no more than 2 hours, apply Sika Aktivator. If Aktivator cannot be applied within 2 hours repeat application.

#### **Sika Aktivator application:**

Wipe bond face with a clean, lint-free cloth moistened with Sika Aktivator. Apply sparingly, wiping once only. Wipe off with a clean dry cloth or paper towel.

Allow 10 minutes to dry but not more than 30 minutes before applying adhesive. If adhesive cannot be applied within 30 minutes of priming, repeat application.



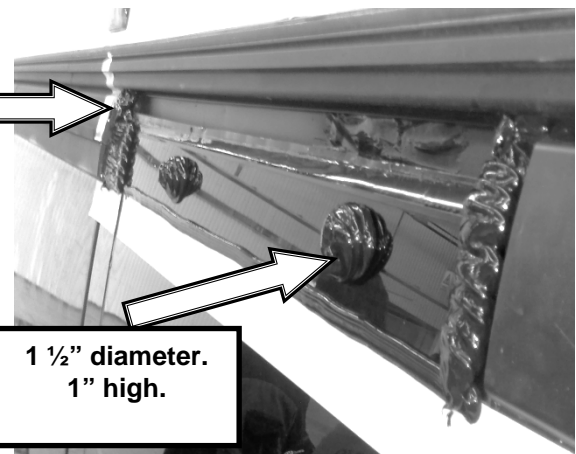
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| 01.2014 | none       | 8     | 01  | 17(26) |



**36.**

Apply adhesive (**8714348**) as shown.

**4" wide.**



**1 1/2" diameter.  
1" high.**

**Note:**

Before installing the molding, protect the window and molding all around with masking tape (3").

**37.**

Install the molding.



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## 38.

Remove the remaining adhesive **8714348** and apply soapy water to obtain a good smooth finish.

**Note:** Ensure the molding gaps are cleaned of any remaining adhesive.



## 39.

Once the window pane has been installed go to the bus interior, mark window perimeter and cut the Adhesive Layer Black strap, use a ruler.



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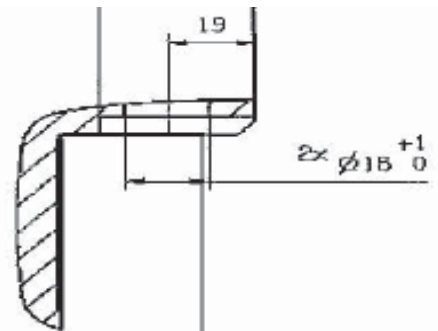
## 40.

Seal the side window pane (interior side), then apply soapy water to obtain a good smooth finish. Remove the adhesive tape.



## 41.

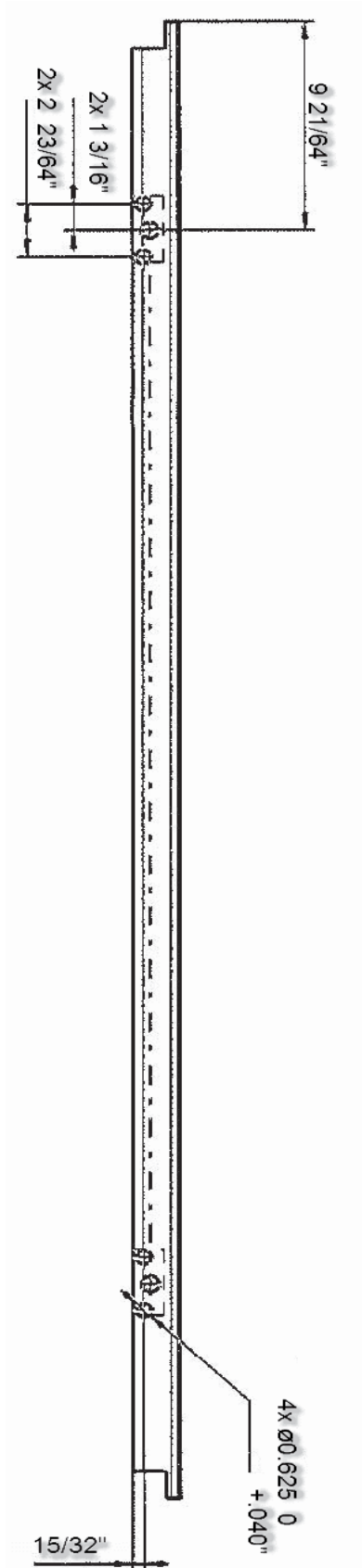
Internal cover (21675360) must be drilled in order to insert the pin **21320062**. The distances in both must be considered as a guide for drilling. The final position of the mounted pins is mandatory. Diameters shown in the images are mandatory. **Measurement units' mm.** Once the cover has been drilled install the cover.



$$19\text{mm} = 3/4''$$

$$\text{Ø}16\text{mm } {}_0^{+1} = \text{Ø}0.625 {}_0^{+0.040}''$$

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42.

Install all moldings removed inside the bus.



43.

Place a decal **21655877** 13 3/8" from each end of the pull bar.



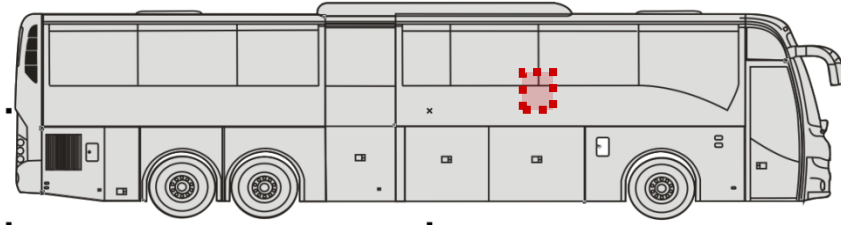
44.

Check the emergency window for proper operation. Lift the window release bar push the window open from the bottom. To close, lift the release bar and pull the window into position. Push down on release bar to lock the window shut.



Date      Expiration      Group      No.      Page  
01.2014      none      8      01      22(26)

## SENSOR INSTALLATION PROCEDURE



| Part Number | Description                          | Qty   | Comments |
|-------------|--------------------------------------|-------|----------|
| 21736880    | SENSOR, MAGNETIC CONTACT M04         | 1     |          |
| 21721793    | SENSOR, MAGNETIC MK04-1B90C-500W     | 1     |          |
| 8714348     | SEALING COMPOUND, SIKAFLEX-265-BLACK | 20 ml |          |



### DANGER

Before working on a vehicle, set the parking brakes, place the transmission in neutral, and chock the wheels. Failure to do so can result in unexpected vehicle movement and can cause serious personal injury or death



### DANGER

Use ladders, platforms or lift equipment of adequate rating to access top area of bus body. Failure to follow this recommendation may result in a fall, serious personal injury or death.

#### Remove:

1.

Remove the interior right side molding in column D.

#### Note:

Be sure not to damage the molding.



| Date    | Expiration | Group | No. | Page   |
|---------|------------|-------|-----|--------|
| 01.2014 | none       | 8     | 01  | 23(26) |

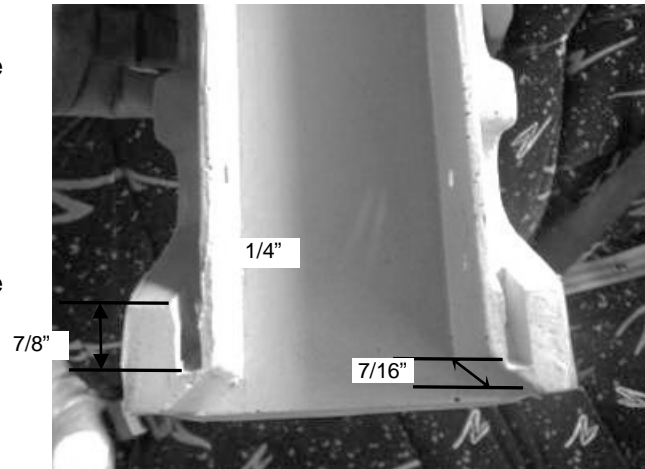
2.

Cut the molding in the bottom as shown in the image.

Cut is 1/4" wide, 7/8" long and 7/16" deep.

**Note!**

This cut should mirror the existing cut on the opposite side on the molding.



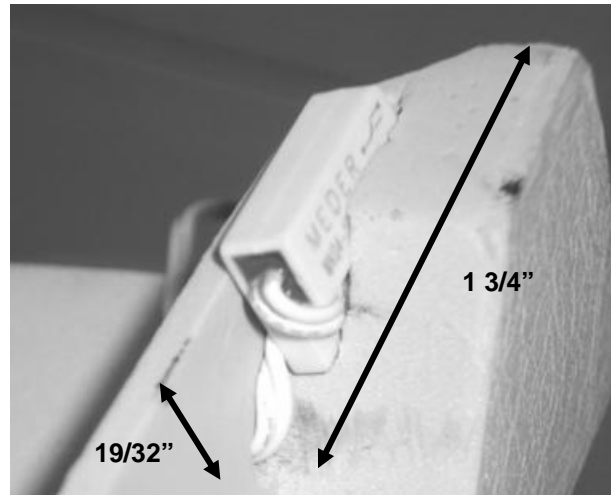
**Install:**

3.

Drill the molding. Use 1/8" (3mm) drill bit.

**Note:**

Be sure to use low speed to drill the molding.



**WARNING**

When drilling always wear proper eye protection. Failure to wear proper eye protection can result in serious personal injury.



| Date    | Expiration | Group | No. | Page   |
|---------|------------|-------|-----|--------|
| 01.2014 | none       | 8     | 01  | 24(26) |

4.

Set the sensor **21721793** in the notch. Remove additional material if needed. Pass the cable through the holes as shown in image.



5.

Set the sensor **21721793** in position according the image and secure with glue.

**Note:**

Use a mix of Loctite 404 or other cyanoacrylate adhesive and sodium bicarbonate (baking soda) as a gap filler compound.

First apply a layer of cyanoacrylate adhesive, sprinkle with sodium bicarbonate, and then apply a new layer of cyanoacrylate adhesive.



6.

Remove the insulation tape of the first emergency window wiring harness.



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|---------|------------|-------|-----|--------|
| 01.2014 | none       | 8     | 01  | 25(26) |

7.

See Function Group 371 in IMPACT for more information about guidelines for cable repair.

Join the sensor cables and the wiring harness

**Note:** Switch is not polarized

8.

Tape the harness connection to avoid contact with the window frame.



9.

Set the molding in the original position and hide the sensor harness between the window frame and the molding. Secure the molding with screws.

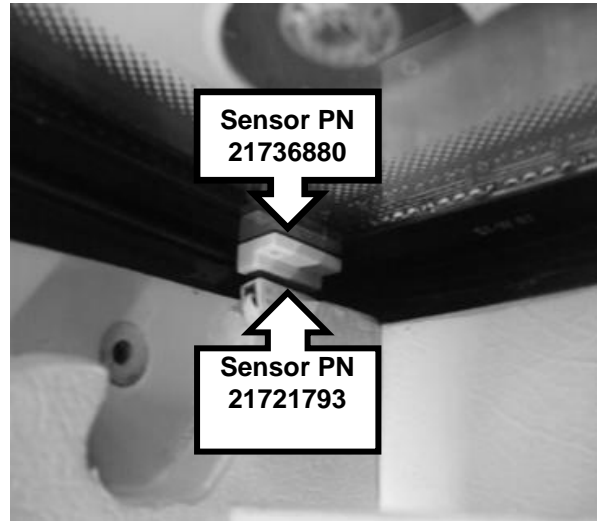


## 10.

Apply black adhesive to the sensor **21736880** and position it in the window corner just in front of the new sensor **21721793** installed before.

### Note:

Average distance between both sensors is  
5/64" +/- 1/16"



This modification is covered by Prevest's normal warranty. The working time required to perform this recall is approximately fourteen (14) hours. As a matter of normal service process, your Prevest Service Center 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 for additional information and to schedule an appointment at your earliest convenience. Please mention Safety Recall SR13-92.

### OTHER

|                  |          |
|------------------|----------|
| VBC Bulletin     | C8870    |
| Fail Code        | 18.07    |
| Defect Code      | 09       |
| System Condition | R        |
| Causal Part      | 21970752 |