

**PREVOST**

SAFETY RECALL

SR13-26

DATE : AUGUST 2013	SECTION : 18 - Frame & Finish
SUBJECT : EMERGENCY EXIT SEQUENCE AND PROCEDURE ON AWNING WINDOW DECALS	

APPLICATION

NOTICE TO SERVICE CENTERS

*Verify vehicle eligibility by checking safety recall status with **SAP** or **Vehicle Warranty Information** tool found on PrevoSt-Systems tab of the Volvo Trucks Dealer Portal*

Model	VIN	
H3-45 VIP Converted Coach Shells Model Year : 2004 - 2014	From 2PCV334914101 4846 up to 2PCVS3496EC71 2457 incl.	
XL2 Converted Coach Shells Model Year : 2004 - 2011	From 2PCW334944102 8325 up to 2PCWS3490BC72 9979 incl.	
X3-45 VIP Converted Coach Shells Model Year : 2012 - 2014	From 2PCBS3499CC73 5070 up to 2PCBS3495EC73 5490 incl.	

This Safety Recall does not necessarily apply to all the above-mentioned vehicles, some vehicles may have been modified before delivery. The owners of the vehicles affected by this recall will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.

DESCRIPTION

On the vehicles affected by this recall, the emergency exit decals applied to the awning windows do not mention a step to open the window. Specifically, the vertical latch must be held down while pushing the window outward to release the track. Additionally, the sequence of steps may also be incorrect.

In the event of an incident requiring an emergency exit of the vehicle, this may result in difficulties that could retard the opening of the windows, increasing the risk of personal injury.

Therefore, all notified vehicles must have their awning windows emergency decals inspected and at least one of the decal replaced.

MATERIAL

Order the following parts:

Part No.	Description	Qty
790600	EMERGENCY EXIT INSTRUCTIONS DECAL # 2	As required
299098	EMERGENCY EXIT INSTRUCTIONS DECAL # 3	1 for each window

NOTE

Material can be obtained through regular channels.

IDENTIFICATION AND INSPECTION PROCEDURE

1. Locate the awning window(s) installed on the vehicle (refer to images below for identification).

NOTE: Vehicle may be equipped with one or more awning window(s).



Fig.1 Typical awning-type window



Fig.2 Inside view of an awning window

2. With the window(s) identified, locate the three (3) emergency exit decals around the frame of the window(s).
3. First, make sure that for each identified window, the decals are in the order shown in figure 3.
In some vehicles, the decals # 2 and # 3 may have been applied in reverse order.

- **IMPORTANT:** The correct emergency opening sequence of the awning-type window is shown below.



Fig.3 Awning window emergency exit opening sequence.

NOTE: Inspect all awning windows!

- Decal # 1 (#790599) is located in the top center of the removable window screen.



Fig.4 Decal # 1

- Decal # 2 (#790600) must be at the bottom left corner of the window (behind the window screen), pointing toward the safety latch as shown below. If a # 3 decal is present, it must be replaced.



Fig.5 Decal # 2

- Decal # 3 (#790601) must be replaced by a new decal (#299098) to provide additional information regarding the opening procedure. It must also be positioned at the bottom right corner of the window, over the second safety latch, pointing downward as shown below.



Fig.6b Original Decal To Be Replaced (#790601)



Fig.6a New Decal (#299098)

4. After inspection, determine the correct number of # 2 and # 3 decals required for the vehicle and follow the replacement procedure shown below.

REPLACEMENT PROCEDURE

1. Following the reception of the new decals, prepare the window(s) for the new decals installation. The new decals can be installed over existing ones.
To ensure proper adhesion, clean the factory installed decals surfaces with household glass cleaner prior to installation.
2. Peel off the protective backside of the new decals and carefully install them over the factory installed decals on the corresponding window.
3. Check for proper emergency exit operation of the window by opening it following the now correct sequence and procedure.
4. Repeat the procedure for each window.
5. Once the replacement is completed, fill out the **"Safety Recall Certification Sheet"** provided with this bulletin and return it to Prevost for recall follow-up and reimbursement purposes.

WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you 15 minutes (0.25hrs) of labor time for inspection, the parts, and 15 minutes (0.25hrs) of labor time for replacement, upon receipt of a completed A.F.A. form on which you must specify as per "Safety Recall 13-26". **You also have to fill out the "Safety Recall Certification Sheet" provided with this bulletin and return it with your A.F.A. form to be reimbursed.**

OTHER

VBC Bulletin	N/A
Fail Code	18-07
Defect Code	09
System Condition	R
Causal Part	790612

Access all our Service Bulletins on
<http://prevostparts.volvo.com/technicalpublications/en/pub.asp>
Or scan the QR-Code with your smart phone.



**PREVOST**

Safety Recall Certification Sheet (Ref: SR13-26)

VEHICLE SERIAL NUMBER:

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PERFORMED BY		OWNER/OPERATOR	
We hereby certify that Safety Recall Instructions with regard to Safety Recall 13-26 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