

**IMPORTANT SAFETY RECALL  
NHTSA RECALL #14V-073**

April 2014

customer  
add po  
city, st zip  
USA

**SAFETY DEFECT / NONCOMPLIANCE NOTICE**

**PREVOST SAFETY RECALL SR14-12 "SURE POWER BATTERY EQUALIZER  
REPLACEMENT"**

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-12 :

VIN1

VIN2

VIN3

VIN4

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 2008, 2009 & 2010 X3-45 coaches manufactured with Sure Power 52210 100Amp Battery Equalizer.

**DEFECT DESCRIPTION**

The affected battery equalizer contains a particular potting compound. According to information published by Sure Power Inc. "The specific potting compound used in the subject products for insulation was found to be capable of conducting electricity once exposed to significant thermal energy. Once electrically conductive, the material is capable of self-heating and maintaining temperatures capable of accelerating a thermal incident. Thermal energy can be sourced by various electrical failures, and Sure Power is still investigating whether there are application-specific contributions to the risk of failure. Electrical failures have been traced to water intrusion or solder joint fatigue resulting from ongoing expansion and contraction due to thermal cycling."

**FAILURE CONSEQUENCE**

The defect as determined by Sure Power may result in a vehicle fire.

**CORRECTIVE ACTIONS**

Prevost Car US Inc. will notify the owners and replace the battery equalizer, as necessary, free of charge. You must refer to safety recall SR14-12 for the complete procedure. The labor time required to inspect and repair your vehicle if required is approximately one (1) hour.

**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 SR14-12.

**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