



**IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091**

APRIL 2014

AIRPORT CONNECTION INC.
240 S. GLENN DRIVE
CAMARILLO, CA
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT**

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S224E5163102	3CET2S222E5163101	3CET2S220E5163100	3CET2S226E5163103
3CET2S222E5163728	3CET2S228E5162499	3CET2S227D5160757	3CET2S225D5160756
3CET2S228D5160296	3CET2S22XD5159697	3CET2S226D5159700	3CET2S221D5159698

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 2009 to 2014 Volvo 9700 Coaches.

DEFECT DESCRIPTION

On the vehicles involved, the sliding seats which can be moved to make room for wheelchair passengers, have lock down handles that may break causing damage to the handle and allowing the seat to not lock in place.

FAILURE CONSEQUENCE

If the sliding seat is not locked in place, the seat may move forward and backwards on the track, increasing the risk of injury to the seat passenger if the coach is involved in a crash.

CORRECTIVE ACTIONS

For all vehicles involved, Prevost Service Centers will install plates along the sliding seat rail to show correct locking positions and will provide an addendum to the operation instruction on the seats. Moreover, the locking mechanisms will be inspected and replaced free of charge as required.

Please refer to safety recall SR14-82 when taking an appointment. The labor time required to inspect and repair your vehicle if required is approximately three (3) hours.

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 emailed to prevost.onlinewarranty@volvo.com or sent 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 vehicles(s) listed on the first page, please help us update our records by completing the form: 'Change of address or ownership' available on our web

site, under the Warranty Documents page: <https://www.prevostcar.com/content/warranty-documents>.

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 to prevost.onlinewarranty@volvo.com with 'Pre-Notification Remedies SR14-82 as subject, 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



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

ALLTOUR AMERICA TRANSPORTATION, INC
10360 GENERAL DRIVE
ORLANDO, FL
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT

Dear Customer,

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3CET2S221D5155361 3CET2S227D5155493 3CET2S223D5155376

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Dominique Gagnon
Technical Publications Supervisor



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NHTSA RECALL #14V-091

APRIL 2014

BAUER'S INTELLIGENT TRANSPORTATION,
PIER 50
SAN FRANCISCO, CA
US

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PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

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3CET2S225D5155220 3CET2S223D5155362

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Technical Publications Supervisor



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NHTSA RECALL #14V-091

APRIL 2014

CCI LEASING, LLC
3091 SOUTH MAIN STREET
SALT LAKE CITY, UT
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

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INSPECTION AND REPLACEMENT**

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3CET2S22XD5160297

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Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

COACH RIDE, LLC DBA ACR COACH
547, MAYHEW ROAD PO Box 1882
STARKVILLE, MS
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S229D5155219 3CET2S227D5155218

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Technical Publications Supervisor

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NHTSA RECALL #14V-091**

APRIL 2014

EXECUTIVE CARRIER ENTERPRISES, L.P.
3200 TELEPHONE ROAD
HOUSTON, TX
US

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3CET2S221B5143806	3CET2S229B5142239	3CET2M622A5140336	3CET2M620A5140335
3CET2M62395133293	3CET2M62695133174	3CET2M62X95133288	3CET2M62295133513
3CET2M62495133514	3CET2M62695133515	3CET2M62X95133517	3CET2M62295133964
3CET2M62495133965	3CET2M624A5135803	3CET2M626A5135804	3CET2M620A5135801
3CET2M623A5136019	3CET2M62XA5136129	3CET2M628A5136131	3CET2M627A5136377
3CET2M629A5136378	3CET2M622A5136397	3CET2M624A5136398	3CET2M626A5136399
3CET2M629A5136400	3CET2M621A5139727	3CET2M620A5139721	3CET2M626A5139724
3CET2M623A5139728	3CET2M621A5139730	3CET2M623A5139731	3CET2M625A5139732
3CET2M627A5139733	3CET2M629A5139734	3CET2M625A5140332	3CET2M627A5140333
3CET2M629A5140334			

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APRIL 2014

HERRERA SCHOOL BUSES & COACHES, INC
10605 CENTRAL AVE. NW
ALBUQUERQUE, NM
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S223B5143807

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 2009 to 2014 Volvo 9700 Coaches.

DEFECT DESCRIPTION

On the vehicles involved, the sliding seats which can be moved to make room for wheelchair passengers, have lock down handles that may break causing damage to the handle and allowing the seat to not lock in place.

FAILURE CONSEQUENCE

If the sliding seat is not locked in place, the seat may move forward and backwards on the track, increasing the risk of injury to the seat passenger if the coach is involved in a crash.

CORRECTIVE ACTIONS

For all vehicles involved, Prevost Service Centers will install plates along the sliding seat rail to show correct locking positions and will provide an addendum to the operation instruction on the seats. Moreover, the locking mechanisms will be inspected and replaced free of charge as required.

Please refer to safety recall SR14-82 when taking an appointment. The labor time required to inspect and repair your vehicle if required is approximately three (3) hours.

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 emailed to prevost.onlinewarranty@volvo.com or sent 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 vehicles(s) listed on the first page, please help us update our records by completing the form: 'Change of address or ownership' available on our web

site, under the Warranty Documents page: <https://www.prevostcar.com/content/warranty-documents>.

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 to prevost.onlinewarranty@volvo.com with 'Pre-Notification Remedies SR14-82 as subject, 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



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

JOHN T. CYR & SONS, INC
P.O. BOX 368
OLD TOWN, ME
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT**

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2M62XA5140469

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

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CORRECTIVE ACTIONS

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

LONE STAR COACHES, INC.
1705 VETERANS MEMORIAL HWY SUITE 3
COUNCIL BLUFFS, IA
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S228D5154823

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

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DEFECT DESCRIPTION

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FAILURE CONSEQUENCE

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CORRECTIVE ACTIONS

For all vehicles involved, Prevost Service Centers will install plates along the sliding seat rail to show correct locking positions and will provide an addendum to the operation instruction on the seats. Moreover, the locking mechanisms will be inspected and replaced free of charge as required.

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

LOS CHAVEZ AUTOBUSES INC.
915 COLLINSWORTH STREET
HOUSTON, TX
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S224B5148434

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor

**IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091**

APRIL 2014

MICHELANGELO LEASING INC. DBA DIVIN
1243 S. 7TH STREET
PHOENIX, AZ
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT**

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S229D5155494 3CET2S220D5155495 3CET2S223D5159699

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DEFECT DESCRIPTION

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

MILLS COACH SERVICE CORPORATION
325 NOKES ROAD
LEBANON, TN
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT

Dear Customer,

PrevoSt Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S225B5147664

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

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

MOUNTAIN VIEW TOURS, INC.
PO Box 91890
TUCSON, AZ
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S227D5157597

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IF YOU NO LONGER OWN THE VEHICLES(S)

If you no longer own the vehicles(s) listed on the first page, please help us update our records by completing the form: 'Change of address or ownership' available on our web

site, under the Warranty Documents page: <https://www.prevostcar.com/content/warranty-documents>.

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 to prevost.onlinewarranty@volvo.com with 'Pre-Notification Remedies SR14-82 as subject, 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

**IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091**

APRIL 2014

POLYNESIAN ADVENTURE TOURS, LLC
2880 KILIHOU STREET
HONOLULU, HI
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT**

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S226D5160989 3CET2S220D5160986 3CET2S229D5160985 3CET2S226D5160765
3CET2S224D5160764

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 2009 to 2014 Volvo 9700 Coaches.

DEFECT DESCRIPTION

On the vehicles involved, the sliding seats which can be moved to make room for wheelchair passengers, have lock down handles that may break causing damage to the handle and allowing the seat to not lock in place.

FAILURE CONSEQUENCE

If the sliding seat is not locked in place, the seat may move forward and backwards on the track, increasing the risk of injury to the seat passenger if the coach is involved in a crash.

CORRECTIVE ACTIONS

For all vehicles involved, Prevost Service Centers will install plates along the sliding seat rail to show correct locking positions and will provide an addendum to the operation instruction on the seats. Moreover, the locking mechanisms will be inspected and replaced free of charge as required.

Please refer to safety recall SR14-82 when taking an appointment. The labor time required to inspect and repair your vehicle if required is approximately three (3) hours.

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 emailed to prevost.onlinewarranty@volvo.com or sent 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.

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ASSISTANCE/COMPLAINTS

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

RED COACH , INC
2050 CORAL WAY UNIT 402
MIAMI, FL
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S222B5148853

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 2009 to 2014 Volvo 9700 Coaches.

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On the vehicles involved, the sliding seats which can be moved to make room for wheelchair passengers, have lock down handles that may break causing damage to the handle and allowing the seat to not lock in place.

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

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

RLCL ACQUISITION,LLC DBA GRAY LINE
2416 VALLEY MUSIC DRIVE SUITE #102
NASHVILLE, TN
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2M62195133518 3CET2M62695134115

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

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

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

RYAN'S HOLDINGS INC.
19500 MARINER AVENUE
TORRANCE, CA
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S222D5160987 3CET2S224D5160988

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 2009 to 2014 Volvo 9700 Coaches.

DEFECT DESCRIPTION

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CORRECTIVE ACTIONS

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

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

SIERRA STAGE COACHES, INC.
1502 GALVESTON STREET PO Box 900
SOUTH HOUSTON, TX
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S220B5148253

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DEFECT DESCRIPTION

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

TORNADO BUS COMPANY
8630 E. R L THORNTON FWY
DALLAS, TX
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT**

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2M626A5140470	3CET2M628A5140471	3CET2S225D5155363	3CET2S228D5155373
3CET2S22XD5155374	3CET2S221D5155375		

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Submit to prevost.onlinewarranty@volvo.com with 'Pre-Notification Remedies SR14-82 as subject, 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



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

TRANSPORTES JUVENTINO ROSAS
2536 NORTH EAST 28TH STREET
FORT WORTH, TX
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S229B5148252 3CET2S226B5148659

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 2009 to 2014 Volvo 9700 Coaches.

DEFECT DESCRIPTION

On the vehicles involved, the sliding seats which can be moved to make room for wheelchair passengers, have lock down handles that may break causing damage to the handle and allowing the seat to not lock in place.

FAILURE CONSEQUENCE

If the sliding seat is not locked in place, the seat may move forward and backwards on the track, increasing the risk of injury to the seat passenger if the coach is involved in a crash.

CORRECTIVE ACTIONS

For all vehicles involved, Prevost Service Centers will install plates along the sliding seat rail to show correct locking positions and will provide an addendum to the operation instruction on the seats. Moreover, the locking mechanisms will be inspected and replaced free of charge as required.

Please refer to safety recall SR14-82 when taking an appointment. The labor time required to inspect and repair your vehicle if required is approximately three (3) hours.

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 emailed to prevost.onlinewarranty@volvo.com or sent 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 vehicles(s) listed on the first page, please help us update our records by completing the form: 'Change of address or ownership' available on our web

site, under the Warranty Documents page: <https://www.prevostcar.com/content/warranty-documents>.

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.*

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Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

TRAVEL LYNX, INC. OF BREVARD
355 WILLIAMS POINT BLVD
COCOA, FL
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S226B5148435 3CET2S226B5148855

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

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

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

TRIPLE J TOURS, INC.
4455 SOUTH CAMERON STREET
LAS VEGAS, NV
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT**

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S22XC5152652

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 2009 to 2014 Volvo 9700 Coaches.

DEFECT DESCRIPTION

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FAILURE CONSEQUENCE

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CORRECTIVE ACTIONS

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850, chemin Olivier
Saint-Nicolas QC
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Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

TUFESA USA LLC
1614 N. 27TH AVENUE
PHOENIX, AZ
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM
INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S225D5157596

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Truly yours,



Dominique Gagnon
Technical Publications Supervisor



IMPORTANT SAFETY RECALL
NHTSA RECALL #14V-091

APRIL 2014

ZAVALA PLUS, LLC
103 SOUTH ROGERS ROAD
IRVING, TX
US

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR14-82 SLIDING SEATS LOCKING MECHANISM INSPECTION AND REPLACEMENT

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-82:

3CET2S229D5160758

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