



IMPORTANT SAFETY RECALL
NHTSA RECALL 14V-096

April 2014

Customer Name
Address
State
Country

SAFETY DEFECT / NONCOMPLIANCE INTERIM NOTICE

PREVOST SAFETY RECALL SR14-16 "Automatic Fire Detection and Suppression System
(AFSS) Tank Relocation "

Dear Customer,

This interim 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.(Prevost) has decided that a defect which relates to motor vehicle safety exists on certain model year 2011-2012 XLII and X3 converted coaches equipped with an Automatic Fire Suppression System (AFSS) pressure tank in the engine compartment.

We have identified you as the registered owner of the following vehicles involved in this recall:

«VIN1» «VIN2» «VIN3» «VIN4» «VIN5» «VIN6»

DEFECT DESCRIPTION

On the affected vehicles, due to engine compartment temperatures, the AFSS pressure relief tank may discharge its fire extinguishing agent.

FAILURE CONSEQUENCE

If the AFSS tank discharges and there is a vehicle fire, the Automatic Fire Suppression System will be unavailable to assist in extinguishing the vehicle fire, increasing the risk of injury.

CORRECTIVE ACTIONS

All vehicles involved shall have their AFSS pressure tank relocated.

When the parts become available, Prevest will notify you to schedule an appointment with your Prevest Service Center.

The recall repairs will be performed free of charge.

IF YOU NO LONGER OWN THE VEHICLE(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 <https://www.prevestcar.com/content/warranty-documents>.

ASSISTANCE / COMPLAINTS

If any assistance is required, please contact your nearest Prevest Service Center or Service Manager.

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 Prevest 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. Prevest 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) and send to prevost.onlinewarranty@volvo.com with 'Pre-Notification Remedies SR14-16' as subject.

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.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Prevest's commitment to provide our customers with the best possible product.

Truly yours,

Dominique Gagnon
Technical Publications Supervisor