



**IMPORTANT SAFETY RECALL  
NHTSA RECALL #14V-206**

June 2014

CUSTOMER NAME  
ADDRESS  
CITY, ST ZIP  
USA

**SAFETY DEFECT / NONCOMPLIANCE NOTICE**

**PREVOST SAFETY RECALL SR14-26 "Seat belt inspection and replacement: AMAYA  
flip-up seat"**

Dear Customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR14-26 :

2PCH33497XXXXXXXXX 2PCH33490XXXXXXXXX

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 2010 to 2014 H3-45 and 2010 to 2013 X3-45 coaches equipped with a wheelchair lift and Amaya flip-up seats.

**DEFECT DESCRIPTION**

On the vehicles involved, the seat base when raised and lowered may rub against the seat belt.

**FAILURE CONSEQUENCE**

This presents a risk that the seat belt may be damaged over time and may fail if a crash occurs. If the seat belt fails during a crash, the occupant may be injured.

**CORRECTIVE ACTIONS**

For all vehicles involved, suspect seat belts must be inspected and if needed, replaced. The seat belt attachment point to the seat has to be changed to remove the risk of damage when raising and lowering the seat.

**WHAT YOU NEED TO DO**

Please make an appointment to your Prevost Service Center and refer to SR14-26 to have the work performed free of charge, or have the work performed by qualified personnel of your choice, following the

enclosed SR14-26 procedure. The labor time required to inspect and repair your vehicle if required is approximately two hours (2h).

**REIMBURSEMENT**

Prevost will reimburse you parts and labor as described in the SR14-26 procedure. Please file an online warranty claim following normal Campaign procedures if you are a registered customer, otherwise, contact the Prevost Warranty Department at 1-866-870-2046 for reimbursement instructions.

**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.* To get reimbursed, please file an online warranty claim following normal Campaign procedures if you are a registered customer, otherwise, contact the Prevost Warranty Department at 1-866-870-2046 for reimbursement instructions.

**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/warrantydocuments>.

**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.

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,

Prevost Service Team