

IMPORTANT SAFETY RECALL
NHTSA RECALL # 16V-131

April 2016

New York City Transit
Mr Barton Betz
750 Zerega Ave
2nd floor room 210
Bronx, NY 10473
Barton.Betz@nyct.com

SAFETY DEFECT / NONCOMPLIANCE NOTICE

PREVOST SAFETY RECALL SR16-305 PASSENGER SLIDING SEAT REPLACEMENT

Dear Customer,

This 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. has decided that a defect which relates to motor vehicle safety exists in certain 2014 to 2016 X3 Commuter coaches:

From 4RKG33497F9737001 up to 4RKG33496G9737248 incl. as well as the following vehicles: 2PCG33495EC735590 and 2PCG33498EC735602

DEFECT DESCRIPTION

On the vehicles involved, the passenger sliding seats may be developing cracks during the normal operation of the vehicle. These fissures are located on the attachment between the seat frame and the support pedestal.

FAILURE CONSEQUENCE

A fissure in the seat attachment could compromise the structural integrity of the seat, increasing the risk of passenger injury.

CORRECTIVE ACTIONS

For all vehicles involved, the passenger sliding seats will have to be replaced.

WHAT YOU NEED TO DO

Please contact your American Seating representative to have the passenger sliding seats replaced free of charges.

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:

<http://www.prevostcar.com/parts-and-services/warranty>

ASSISTANCE/ COMPLAINTS

If you need assistance, please contact your American Seating representative or 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