

IMPORTANT SAFETY RECALL
NHTSA RECALL #16V-836

Customer Name
Address

December 2016

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL SR16-86 "12-VOLT POWER SOURCE
RELAY 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 Volvo 9700 coaches.

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR16-86 :

Vehicle Serial Number

DEFECT DESCRIPTION

On the vehicles involved, the relay used for the power feed to the engine and transmission is undersized for the application.

FAILURE CONSEQUENCE

If the relay fails, the engine can shut down and result in a disabled bus.

CORRECTIVE ACTIONS

For all vehicles involved, a new type of relay equipped with a coil that has the ability to hold a higher current must be installed to improve the vehicle reliability.

WHAT YOU NEED TO DO

Please make an appointment to your Prevest Service Center and refer to SR16-86 to have the work performed free of charge, or have the work performed by qualified personnel of your choice, following Safety Recall SR16-86 procedure that can be found on Prevest Technical Publications web site. Type the following URL in your address bar: <http://techpub.prevestcar.com/en/>

The labor time required to repair your vehicle is approximately one hour (1 h).

REIMBURSEMENT

Prevest will reimburse you parts and labor as described in the SR16-86 procedure. Please file an online warranty claim following normal Campaign procedures if you are a registered customer, otherwise, contact the Prevest 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. Prevest 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 Prevest 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 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