

IMPORTANT SAFETY RECALL
NHTSA RECALL #17V-296

«customer»
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«pays»

May 2017

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL SR17-09 "LOWER WINDSHIELD WIPER
ARMS INSPECTION"**

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 the lower wiper arms of certain 2016 - 2017 H3-45 coaches & converted vehicles.

According to our records, you are the registered owner of the following vehicles involved in safety recall SR17-09:

«VIN1»	«VIN2»	«VIN3»	«VIN4»
«VIN5»	«VIN6»	«VIN7»	«VIN8»
«VIN9»	«VIN10»	«VIN11»	«VIN12»
«VIN13»	«VIN14»	«VIN15»	«VIN16»
«VIN17»	«VIN18»	«VIN19»	«VIN20»
«VIN21»	«VIN22»	«VIN23»	«VIN24»
«VIN25»	«VIN26»	«VIN27»	«VIN28»
«VIN29»	«VIN30»	«VIN31»	«VIN32»
«VIN33»	«VIN34»	«VIN35»	«VIN36»
«VIN37»	«VIN38»	«VIN39»	«VIN40»

DEFECT DESCRIPTION

On the vehicles involved, the lower wiper arms may develop cracks or fractures in the mount casting that attach them to the wiper motor linkages.

FAILURE CONSEQUENCE

This presents a risk that the wiper blade separates from the motor linkage, reducing visibility through the front windshield under certain conditions, and potentially increasing the risk of a crash.

CORRECTIVE ACTIONS

For all vehicles involved, it is necessary to inspect the two lower windshield wiper arms, identify the type of wiper arms that are currently installed on the vehicle, and replace the wiper arms as necessary.

WHAT YOU NEED TO DO

Please make an appointment to your nearest Prevest Service Center and refer to SR17-09 to have the work performed free of charge.

Optionally, you may have the work performed by qualified personnel of your choice, following the Safety Recall «groupe»-«code» procedure that can be found on Prevest Technical Publications web site at this address:

<http://techpub.prevestcar.com/en/>

Prevest will reimburse you parts and labor as described in the «groupe»-«code» 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.

The time to inspect and repair your vehicle if required is approximately one hour (1.0 h).

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 at this address:

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

ASSISTANCE

If you need assistance, please contact your nearest Prevost Service Center. You will find the Prevost Parts & Service Centers location at this address:

<https://www.prevostcar.com/contact-us/prevost-service-centers>

COMPLAINTS

You may 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