

IMPORTANT SAFETY RECALL  
NHTSA RECALL #17V-568

This customer  
this address  
This city, ST 99999  
US

September 2017

**SAFETY DEFECT / NONCOMPLIANCE NOTICE**

PREVOST SAFETY RECALL SR17-82 "Accelerator Pedal May Not React"

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 2017 to 2018 Volvo 9700 coaches.

According to our records, you are the registered owner of the following vehicles involved in safety recall SR17-82 :

VIN1  
VIN5

VIN2

VIN3

VIN4

**DEFECT DESCRIPTION**

On the vehicles involved, under certain conditions, the vehicle may not react when the accelerator pedal is pushed.

## **FAILURE CONSEQUENCE**

If the vehicle does not accelerate when commanded, there would be an increased risk of a crash.

## **CORRECTIVE ACTIONS**

For all vehicles involved, the accelerator pedal will be replaced by a different accelerator pedal model.

## **WHAT YOU NEED TO DO**

Please make an appointment to your nearest Prevost Service Center and refer to SR17-82 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 SR17-82 procedure that can be found on Prevost Technical Publications web site at this address:

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

Prevost will reimburse you parts and labor as described in the SR17-82 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.

The time to repair your vehicle if required is approximately one hour fifteen minutes (1 1/4h).

## **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 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