

IMPORTANT SAFETY RECALL
NHTSA RECALL #20V-597
October 2021

This Customer
This address PO Box 9999
This City, 12345
US

IMPORTANT SAFETY DEFECT 20V-597

**PREVOST SAFETY RECALL SR20-87 " ENGINE STOP BUTTON IN
ENGINE COMPARTMENT DOES NOT WORK "**

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 power train safety, exists on certain 2020 Volvo 9700.

According to our records, you are the registered owner of the following vehicles involved in safety recall SR20-87 :

VIN1

VIN2

VIN3

VIN4

DEFECT DESCRIPTION

On the vehicles involved, the activation of the start disability switch in the engine compartment for servicing the vehicle may not disable the possibility to start the engine from the driver's seat.

FAILURE CONSEQUENCE

Under certain conditions, this may increase the risk of a service technician injury during certain maintenance operations if the vehicle is started from the driver's position. Volvo has not received any report of injury or death associated with this defect. Therefore we consider this as a proactive measure to protect the public from the potential risk associated with this defect.

CORRECTIVE ACTIONS

Volvo will provide a service document describing how to connect and upload the new engine software for the affected vehicle population

WHAT YOU NEED TO DO

Please make an appointment to your nearest Prevost Service Center and refer to SR20-87 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 SR20-87 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 SR20-87 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 inspect and repair your vehicle is approximately 1 hour.

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 working 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 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.

CHANGE OF ADDRESS OR OWNERSHIP

If your address has changed, or you no longer own the vehicle(s), please help us update our records. Use the link below to access the Prevost Warranty Support web page.

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

Click on the link '**Change of address or ownership**', fill the form, save it and email the file to prevost.onlinewarranty@volvo.com.

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 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.

You may submit the complaint to the Administrator of the National Highway Traffic Safety Administration located at 1200 New Jersey Avenue SE, Washington, DC 20590, USA. Hotline: 1-888-327-4236, (TTY): 1-800-424-9153) or go to <http://www.safercar.gov>

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