

NHTSA SAFETY RECALL #21V-485
August 2021

NCUSTOMER
ADD
CITY, ST ZIP
USA

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see VIN list below.

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Prevost Car US Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2021 X3-45 Commuter coaches equipped.

DEFECT DESCRIPTION

Certain passenger seats attached to the wall rail on the outboard side may have an attachment improperly clamped to the rail. This clamp is part of the passenger seat attachment system required to meet the FMVSS 210 S4.2.2 .

SAFETY RISK

Under certain conditions, this may increase the risk of a passenger injury. Prevost 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.

IDENTIFICATION OF ANY WARNING THAT CAN PRECEDE

None.

REMEDY PROGRAM

Prevost will provide a service document to inspect and remedy the seat clamp installation for the affected vehicle population. All cost associated with this inspection and replacement will be covered by Prevost. Note the affected vehicles in service were all remedied as of the date of this recall report.

We are submitting this recall report to fulfill 49CFR573/577 requirements related to regulatory non compliance and ensure proper traceability.

According to our records, you are the registered owner of the following vehicles involved in this safety recall SR21-308 :

VIN1
VIN2
VIN3

WHAT YOU NEED TO DO

No action required.

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 send a copy of this Notice to all Lessees within 10 days.

For purposes of this Notice, the terms:

Leased motor vehicle means any motor vehicle that is leased to a person for a term of at least four months by a lessor who has leased five or more vehicles in the twelve months preceding the date of notification by the vehicle manufacturer of the existence of a safety-related defect or noncompliance with a Federal motor vehicle safety standard in the motor vehicle.

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.

Lessee means a person who is the lessee of a leased motor vehicle as defined in this section.

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 a complaint if you believe that Prevost Car US has failed or is unable to remedy the defect without charge or within 60 days of the owners first tender to obtain repair following the earliest remedy program repair date mentioned above.

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 or call the toll-free Vehicle Safety Hotline at: 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 operations, 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