

PREVOST SAFETY RECALL SR21-85  
NHTSA SAFETY RECALL #21V-717  
September 2023

SR21-85  
«customer» «groupe»-«code»  
«add» «po»  
«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 certain 2009-2021 Volvo 9700 US/CAN coaches fail to conform to Federal Motor Vehicle Safety Standard No. 108, "Lamps, Reflective Devices, and Associated Equipment".

### **DEFECT DESCRIPTION**

The photometric output of certain low and high beam headlamp test points may not meet the minimum candela or may exceed the maximum candela required by FMVSS108.

### **SAFETY RISK**

The vehicle headlamps may result in glare or not produce enough light, which may contribute to a vehicle crash.

### **IDENTIFICATION OF ANY WARNING THAT CAN PRECEDE**

None.

## REMEDY PROGRAM

Prevost has released a headlamp replacement procedure to remedy the affected vehicle population. The service and required parts will be provided free of charge.

According to our records, you are the registered owner of the following vehicles involved in this safety recall SR21-85:

«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»
«VIN41»	«VIN42»	«VIN43»	«VIN44»
«VIN45»	«VIN46»	«VIN47»	«VIN48»
«VIN49»	«VIN50»	«VIN51»	«VIN52»

## WHAT YOU NEED TO DO

Please make an appointment to your nearest Prevost Service Center and refer to Safety Recall SR21-85 so that compliant headlamps are installed on your vehicle.

Optionally, you may have the work performed by qualified personnel of your choice, following Safety Recall SR21-85 available on Prevost Technical Publications web site at this address: <http://techpub.prevostcar.com/en/>

The time to repair your vehicle is approximately three hour (3.0 h).

## PART AND LABOR CLAIM

Prevost will reimburse you as described in SR21-85 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.

## 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.

## 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.

## **REIMBURSEMENT OF PRE-NOTIFICATION REMEDIES**

When a Prevost vehicle is affected by a safety recall and the owner/purchaser (claimant) has the safety-related defect or FMVSS regulatory noncompliance remedied at their own expense prior to receiving the manufacturer notification of the safety recall, Prevost Car (US) Inc. will reimburse the owner/purchaser for the reasonable amount paid (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the safety-related defect or FMVSS regulatory noncompliance as described in the safety recall notification. To qualify, repairs must have been completed no earlier than one year prior to the release of the safety recall (notification to the government) and no later than 10 days after the last mailing of the initial customer notification letter pertaining to the recall. To get reimbursed, please file an online warranty claim following normal campaign procedure if you are a registered customer, otherwise, please contact the Prevost Warranty Department at 1-866-870-2046 for reimbursement instructions.

## **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 <https://prevostcar.com/contact/warranty>

Click on the link '[Change of address or ownership](#)', fill the form, save it and email the file to [prevost.warranty@volvo.com](mailto:prevost.warranty@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://prevostcar.com/contact/parts-service-center>

## **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 a reasonable time.

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