

NHTSA SAFETY RECALL #21V-951
Prevost Safety Recall SR21-12
September 2023

SR21-12 SECOND NOTICE
«customer»
«add» «po»
«city», «st» «zip»
USA

IMPORTANT SAFETY RECALL – SECOND NOTICE

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 2020, 2021 X3-45 Commuter & X3-45 coaches.

DEFECT DESCRIPTION

On a small number of vehicles, the front ceiling panel could become loose and fall inside the bus. This could cause a possible distraction for the driver.

SAFETY RISK

A ceiling panel that falls could distract the driver and increase the risk of a crash. 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

Front ceiling panel become loose, and a noise may be produced before the panel falls.

REMEDY PROGRAM

Prevost has released a service procedure to remedy the ceiling panel for the affected vehicle population. All cost associated with this repair will be covered by Prevost.

According to our records, you are the registered owner of the following vehicles involved in this safety recall SR21-12:

«VIN1»

«VIN2»

WHAT YOU NEED TO DO

Please make an appointment to your nearest Prevost Service Center and refer to SR21-12 to have the work performed free of charge.

Optionally, you may have the work performed by qualified personnel of your choice, following Safety Recall SR21-12 procedure available on Prevost Technical

Publications web site at this address: <http://techpub.prevostcar.com/en/>

Prevost will reimburse you parts and labor as described in safety recall SR21-12. 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 required to perform the repair on your vehicle is ½ hour (0.5 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. 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 49CFR 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.warranty@volvo.com.

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.

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 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