

NHTSA SAFETY RECALL #21V-597
September 2021

INTERIM NOTICE
We are currently preparing the
remedy. We will notify you again
when the remedy is ready.

ADDRESS BLOCK

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IMPORTANT SAFETY RECALL INTERIM 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 2009-2021 Volvo 9700 coaches equipped with Ricon Baylift wheelchair lift.

DEFECT DESCRIPTION

According to Ricon, "When the outer barrier is fully deployed, it cannot withstand a 7,117 N (1,600 pounds) force when tested in accordance with FMVSS 403, S7.13 and does not meet the requirements of FMVSS 403, S6.4.7.3.". In addition to the above, the vehicle would not comply with FMVSS 404 S4.1.1.

SAFETY RISK

If an occupant's mobility device unexpectedly drives or pushes into the deployed outer barrier and it is unable to withstand the minimum designated amount of force, the integrity or performance of the outer barrier may be affected and can increase the risk of injury to the lift occupant.

IDENTIFICATION OF ANY WARNING THAT CAN PRECEDE

None.

REMEDY PROGRAM

Units remedied in the field and new production lifts will incorporate a RH and LH side barrier support feature above the outer barrier hinge axis that will aid in rotationally constraining the outer barrier when it is loaded in the fully deployed position. The support feature will redistribute and reduce torsional stresses in the barrier hinge pin assemblies to withstand the application of 7,117 N (1,600 lb force) in compliance with the requirements of S6.4.7.3.

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

According to our records, you are the registered owner of the following vehicles involved in this safety recall SR21-84:

VIN1

VIN2

VIN3

VIN4

WHAT YOU NEED TO DO

We appreciate your patience while we are preparing the remedy. **You will receive a second owner notification when the solution is available.**

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 49 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 Prevest Warranty Support web page <http://www.prevestcar.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