

NHTSA SAFETY RECALL #21V-717
PREVOST SAFETY RECALL SR21-85
November 2021

INTERIM NOTICE

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

«customer»
«add» «po»
«city», «st» «zip»
«pays»

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 2009-2021 Volvo 9700 US/CAN coaches.

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 Lamps, Reflective Devices and Related Equipment.

SAFETY RISK

The vehicle headlamps may result in glare or not produce enough light, which under certain conditions may contribute to a vehicle crash. Volvo Bus has not received reports of vehicle crashes associated with this noncompliance. Also, Volvo Bus has not received any warranty claims, consumer complaints, or field reports associated with this non-compliance.

IDENTIFICATION OF ANY WARNING THAT CAN PRECEDE

None.

REMEDY PROGRAM

Potential repair solutions are under review. Once this is finalized and the leadtime of materials identified, a second notice will be sent to inform that the solution is ready. All required repairs will be provided free of charge.

We are submitting this recall report because the headlamps installed failed to conform to FMVSS108 Lamps, Reflective Devices and Related Equipment.

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»	

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 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