

PREVOST SAFETY RECALL SR22-05
NHTSA SAFETY RECALL #22E-030
September 16, 2022

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

IMPORTANT SAFETY RECALL

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 alternator belts sold through its parts network from 2015 to 2022.

These alternator belts were sold to customers as replacement for 2010 to 2023 Prevost vehicles and 2020 to 2022 Volvo 9700 coaches.

You are receiving this notice because our records indicate that you may have purchased at least one of the belts in the table below from a Prevost Parts Center.

Prevost Part Number	Belt Type
506015	Belt, Poly V 10PK1892
506020	Belt, Poly V 8PK1575
506026	Belt, Poly V 10PK1695
506034	Belt, Poly V 10PK1695
506067	Belt Poly V 10PK1705
506070	Belt, Poly V 8PK1587
506077	Belt, Poly V 10PK1705
506080	Belt, Poly V 8PK1575
506083	Belt, Poly V 8PK1435
506114	Belt, Poly V 8PK1524
506134	Belt, Poly V 8PK1587

506167	Belt, Poly V 8PK1512
506188	Belt, Poly V 8PK1600
5060140	Belt, Poly V 8PK1840
23577315	Belt, Poly V 8PK1410 (Volvo 9700 only)
506084	Belt, Poly V 10PK1708

DEFECT DESCRIPTION

Upon the failure of an alternator front bearing, these robust alternator belts may continue to turn the alternator bearing even after the failure.

SAFETY RISK

If an alternator belt continues to turn a front damaged bearing, it could overheat causing a local fire.

REMEDY PROGRAM

Prevost will take back and reimburse you for non-installed belts listed in the table above.

If belts are installed, Prevost will change the defective belts for polyester belts free of charge (parts and labor) under safety recall SR22-05 and safety recall SR22-83 and send a distinct notification letter to the owners of the affected vehicles. If one of your current vehicle is equipped with a belt listed above, these recall will instruct you how to proceed to get the proper remedy program.

For all non-installed belts, new replacements are now available through the Prevost Part network (see appendix 1 for defective belt vs new belt identification).

WHAT YOU NEED TO DO

You must order the new belts through Prevost Parts in replacement of the previous versions, a new polyester belt with new part number will be sent to you (more details on Prevost parts ordering at this address <https://prevostcar.com/parts-ordering>)

PART CLAIM

Prevost will reimburse you the unused belt(s). Please file an online warranty claim using the Powertrain / Extended claim type if you are a registered customer (see appendix A for complete instructions), otherwise, contact the Prevost Warranty Department at 1-866-870-2046 for reimbursement instructions.

Please submit claim via Online Warranty, available at www.prevostcar.com (under Parts/Service ▷ Business Tools ▷ Warranty).

IMPORTANT: Use **Powertrain / Extended** as claim type (appendix A).

- For your claim, use VIN **ER22030UXXXXXXXXXX** (mandatory) this VIN will link your claim to this recall for tracking purposes.

RECALL MONITORING AND PERFORMANCE

A quarterly status report is required to be submitted on each safety recall campaign. This report must document the quantity of items remedied and the dates of such remedy. Therefore, a follow-up must be carried out by the purchaser and submitted to Prevest.

ASSISTANCE

If you need assistance, please contact the Prevest Technical Publications at this address:
technicalpublications_Prev@volvo.com

COMPLAINTS

You may submit a complaint if you believe that Prevest 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 Prevest's commitment to provide our customers with the best possible product.

Truly yours,

Prevest Service Team

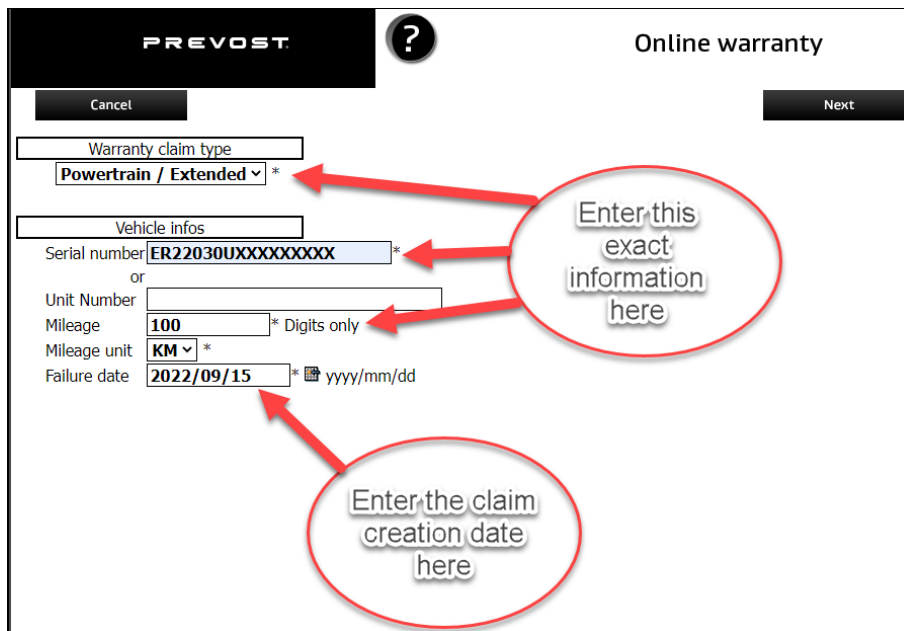
Appendix A

DEFECTIVE BELT IDENTIFICATION:



Defective Aramid cord reinforced belt (left) vs New polyester cord belt (right) – Note the different cord arrangement between the two belt types.

STEP BY STEP WARRANTY PROCEDURE:



PREVOST ? Online warranty

Cancel Next

Warranty claim type
Powertrain / Extended *

Vehicle infos
Serial number ER22030UXXXXXXXXX *
or
Unit Number
Mileage 100 * Digits only
Mileage unit KM *
Failure date 2022/09/15 * yyyy/mm/dd

Enter this exact information here

Enter the claim creation date here

PREVOST ? Online warranty

Extended warranty Previous

Type	Kilometers	Miles	Beg.date	End date	Status
No extended warranty / Equipment Recall	9999999	9999999	2022/07/12	2105/10/11	AVAILABLE

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Click here

PREVOST ? Online warranty

Powertrain / Extended

NO EXTENDED WARRANTY / EQUIPMENT RECALL

Cancel Attachments

Failure description

Serial number ER22030UXXXXXXXXX Veh. std warranty start date 2022/07/12
 Unit Number Extended warranty start date 2022/07/12
 Lot # Failure date 2022/09/15
 Mileage 100 KM Repair order # *
 Breakdown (non-drivable) * Causal part#

Complaint *

Cause *

Correction *

Special instructions


Enter a reference number for your paperwork here. It must be filled, but Prevost does not require specific order numbers.

Choose "no"

Leave blank

Enter "Belt equipment recall for all three mandatory text fields.


Leave blank


PREVOST  **Online warranty**

Powertrain / Extended


NO EXTENDED WARRANTY / EQUIPMENT RECALL

Serial number ER22030UXXXXXXXXX Repair order # YOUR REFERENCE
Lot #
Unit

Part Number	Quantity	Unit	Description	Price unit	Extended price	Delete
	1	EA				

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Annotations:
- Red arrows point to the Part Number, Quantity, Unit, and Description columns.
- A red circle around the first row contains the text: "Enter each different part number required and their quantity on a different line for each."
- A red circle around the Price unit and Extended price columns contains the text: "Will be filled out automatically."


PREVOST  **Online warranty**

Powertrain / Extended


NO EXTENDED WARRANTY / EQUIPMENT RECALL

Unit Number Lot #
Serial number ER22030UXXXXXXXXX Repair order # YOUR REFERENCE
Labor /hours Rate 13.00 Part Freight \$

Miscellaneous		
Description	Quantity	Price unit

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Annotation:
- A red circle around the empty table contains the text: "Leave this page completely blank as it is."

PREVOST  **Online warranty**

Powertrain / Extended

NO EXTENDED WARRANTY / EQUIPMENT RECALL

Claim summary

Remit to:
 Ford (200) name S, 4000000000000000
 200 St, Southport West Business
 Parkville, UT, 84095 224
 CA

Customer: Ford (200) name S, Owner: 4000000000000000
 Veh #: XXXX Serial number: ER22030UXXXXXXXXXX
 Unit Number: Lot #:
 Warranty start date: 2022/09/15 To
 Months in service:
 Veh. under warranty: No
 Fail date: 2022/09/15 Mileage: 100 KM
 Repair order # YOUR REFERENCE

Verify if the information is correct then click "submit". If it is incorrect, you can change it by clicking on "previous"

Complaint	Belt equipment recall
Cause	Belt equipment recall
Correction	Belt equipment recall

Claim summary					
PD	Part Number	Description	Quantity	Price unit	Extended price
Parts total					
Total					