

NHTSA SAFETY RECALL #22V-237
Prevost Safety Recall SR22-10
September 2023

SR22-10 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 2021 to 2022 X3-45 Commuter coaches.

DEFECT DESCRIPTION

On some vehicles, the rear bench seat frame could be loose.

SAFETY RISK

In case of a sudden deceleration or a crash, passengers and the bench itself could move forward and hit the seat in front of the bench increasing the risks of injuries. Prevest has not received a report of death or injury 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

Bench loose bolts can be found during daily inspection.

REMEDY PROGRAM

Prevest will launch a safety recall to inspect and properly tighten the bolts on the rear bench for all potentially affected vehicles.

Letters will be sent to customers to inform how to proceed.

This inspection will be done free of charge (labor and hardware) for the customer. In the case a customer has already remedied this issue before the recall is launched the customer will be reimbursed by Prevest according to the Prevest reimbursement plan.

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 «groupe»-«code» :

«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»
«VIN53»	«VIN54»	«VIN55»	«VIN56»
«VIN57»	«VIN58»	«VIN59»	«VIN60»
«VIN61»	«VIN62»	«VIN63»	«VIN64»
«VIN65»	«VIN66»	«VIN67»	«VIN68»

«VIN69»	«VIN70»	«VIN71»	«VIN72»
«VIN73»	«VIN74»	«VIN75»	«VIN76»
«VIN77»	«VIN78»	«VIN79»	«VIN80»
«VIN81»	«VIN82»	«VIN83»	«VIN84»
«VIN85»	«VIN86»	«VIN87»	«VIN88»
«VIN89»	«VIN90»	«VIN91»	«VIN92»
«VIN93»	«VIN94»	«VIN95»	«VIN96»
«VIN97»	«VIN98»	«VIN99»	«VIN100»
«VIN101»	«VIN102»	«VIN103»	«VIN104»
«VIN105»	«VIN106»	«VIN107»	«VIN108»
«VIN109»	«VIN110»	«VIN111»	«VIN112»
«VIN113»	«VIN114»	«VIN115»	«VIN116»
«VIN117»	«VIN118»	«VIN119»	«VIN120»
«VIN121»	«VIN122»	«VIN123»	«VIN124»
«VIN125»	«VIN126»	«VIN127»	«VIN128»
«VIN129»	«VIN130»	«VIN131»	«VIN132»
«VIN133»	«VIN134»	«VIN135»	«VIN136»
«VIN137»	«VIN138»	«VIN139»	«VIN140»
«VIN141»	«VIN142»	«VIN143»	«VIN144»
«VIN145»	«VIN146»	«VIN147»	«VIN148»
«VIN149»	«VIN150»	«VIN151»	«VIN152»
«VIN153»	«VIN154»	«VIN155»	«VIN156»
«VIN157»	«VIN158»	«VIN159»	«VIN160»
«VIN161»	«VIN162»	«VIN163»	«VIN164»
«VIN165»	«VIN166»	«VIN167»	«VIN168»
«VIN172»	«VIN173»	«VIN174»	«VIN169»
«VIN175»	«VIN176»	«VIN170»	«VIN171»
«VIN177»	«VIN178»	«VIN179»	«VIN180»
«VIN181»	«VIN182»	«VIN183»	«VIN184»
«VIN185»	«VIN186»	«VIN187»	«VIN188»
«VIN189»	«VIN190»	«VIN191»	«VIN192»
«VIN193»	«VIN194»	«VIN195»	«VIN196»
«VIN197»	«VIN198»	«VIN199»	«VIN200»

WHAT YOU NEED TO DO

No action required.

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://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