

PREVOST SAFETY RECALL SR22-311
NHTSA SAFETY RECALL #22V-496
December 2023

SR22-311 SECOND NOTICE
CUSTOMER
ADDRESS BLOCK
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 certain MY2021 to MY2023 Prevost X3-45 Commuter fail to conform to Federal Motor Vehicle Safety Standard No. 210 - Seat belt assembly anchorages.

DEFECT DESCRIPTION

On certain vehicles, the retention pin securing the passenger seats recline mechanism could fail, causing the mechanism to collapse.

In this condition, the seat's reclining function is inoperative (inability to lock the backrest in the desired angle), and the backrest can move freely within its adjusting limits.

SAFETY RISK

If the vehicle is involved in a crash, the backrest and the seat belt could not perform as required, thus increasing the risk of injury. Prevost has not received any reports 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

There is no warning with this issue. However, the failed seats are easily detectable as their backrests can move freely.

REMEDY PROGRAM

Prevost will inspect and, if required, replace the retention pins and c-clips on the passenger seats of all potentially affected vehicles.

Prevost will execute this corrective measure free of charge (parts and labor).

According to our records, you are the registered owner of the following vehicles involved in this safety recall SR22-311 :

VIN_1

VIN_2

WHAT YOU NEED TO DO

Please make an appointment to your nearest Prevost Service Center.

The time to inspect and repair your vehicle if required is approximately 0.33 hour.

PART AND LABOR CLAIM

Prevost will reimburse you as described in SR22-311 procedure. 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.

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.

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.

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 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 Prevost's commitment to provide our customers with the best possible product.

Truly yours,

Prevost Service Team

