



PREVOST

**SAFETY
RECALL**


SR22-311

| | | |
|----------|---|------------------|
| DATE: | August 2022 | SECTION: 18 BODY |
| SUBJECT: | PASSENGER SEATS INSPECTION - RECLINE MECHANISM C-CLIPS & PINS FALLING OFF | |

First Release

08-25-2022

APPLICATION

| <i>NOTICE TO SERVICE CENTERS</i> | |
|--|---|
| <i>Verify vehicle eligibility by checking warranty bulletin status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of Prevost website.</i> | |
| Model | VIN |
| X3-45 Commuter Model Year: 2021 - 2023 |  <p style="text-align: center;">Specific vehicles within the following range</p> <p style="text-align: center;">From 4RKJ33492M9 [REDACTED] up to 4RKJ33491P9 [REDACTED] incl.</p> |
| <p>This Safety Recall does not necessarily apply to all the above-mentioned vehicles, some vehicles may have been modified before delivery. The owners of the vehicles affected by this recall will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.</p> | |

DESCRIPTION

INVOLVES: recline mechanism on Commuters equipped with **American Seating** passenger seats.

APPLIES TO: fixed seats & sliding seats.

C-clip that holds the pin in place at the connection point with the backrest falls off and missing. Once the pin holding the recline mechanism comes out the seat, the reclining function doesn't operate properly.

MATERIAL

Kit SR22-311 includes the following parts:

| Part No. | Description | Qty |
|----------|--------------------------|-----|
| 865819 | C-clip (retaining ring) | 1 |
| 865828 | pin (pin connector link) | 1 |

NOTE

Material can be obtained through regular channels.

SAFETY PRECAUTIONS

- Eye protection should always be worn when working in a shop.
- Rules for Personal Protection Equipment should always be respected. Wear your PPE including but not limited to the following:



Safety First!



PROCEDURE



DANGER

Park vehicle safely, apply parking brake, stop the engine. Prior to working on the vehicle, set the ignition switch to the OFF position and trip the main circuit breakers equipped with a trip button. On Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

Lockout & Tag out (LOTO) must be performed during set-up, maintenance or repair activities. Refer to your local procedure for detailed information regarding the control of hazardous energy.

1. **FIXED SEATS & SLIDING SEATS.** At the connection point with the backrest, make sure that the pins (2 per seat) and c-clips (2 per seat) are present and installed properly. See Figure 1 and Figure 2 to locate the potentially missing C-clips and pins.
2. Correct any faulty installation. Install a C-clip and a pin where missing.
3. Record any faulty installation and the quantity of missing pins & C-clips for this coach.

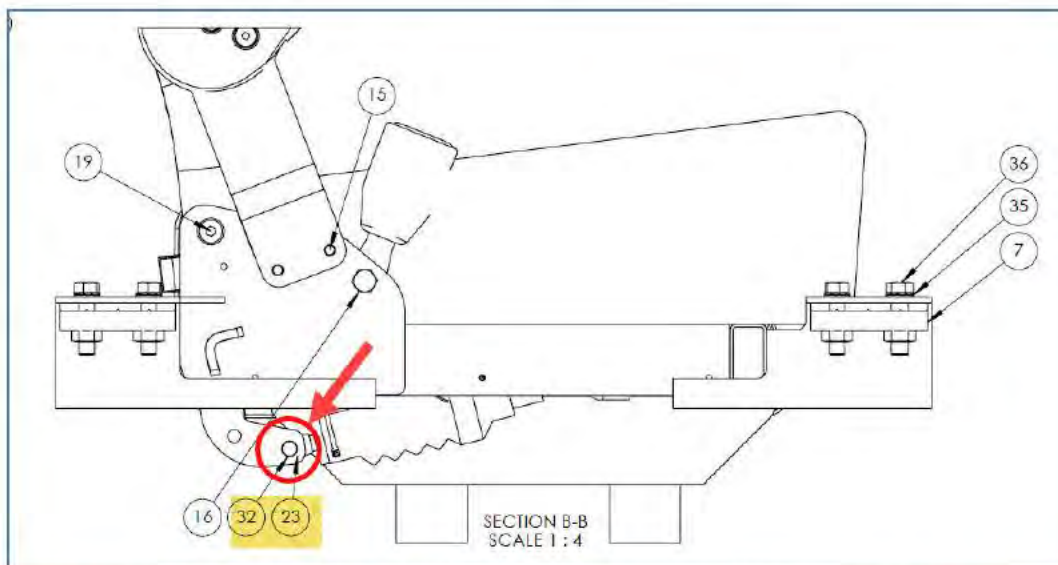


Figure 1: SEEN FROM THE SIDE (FIXED SEAT SHOWN, SIMILAR ON SLIDING SEAT)

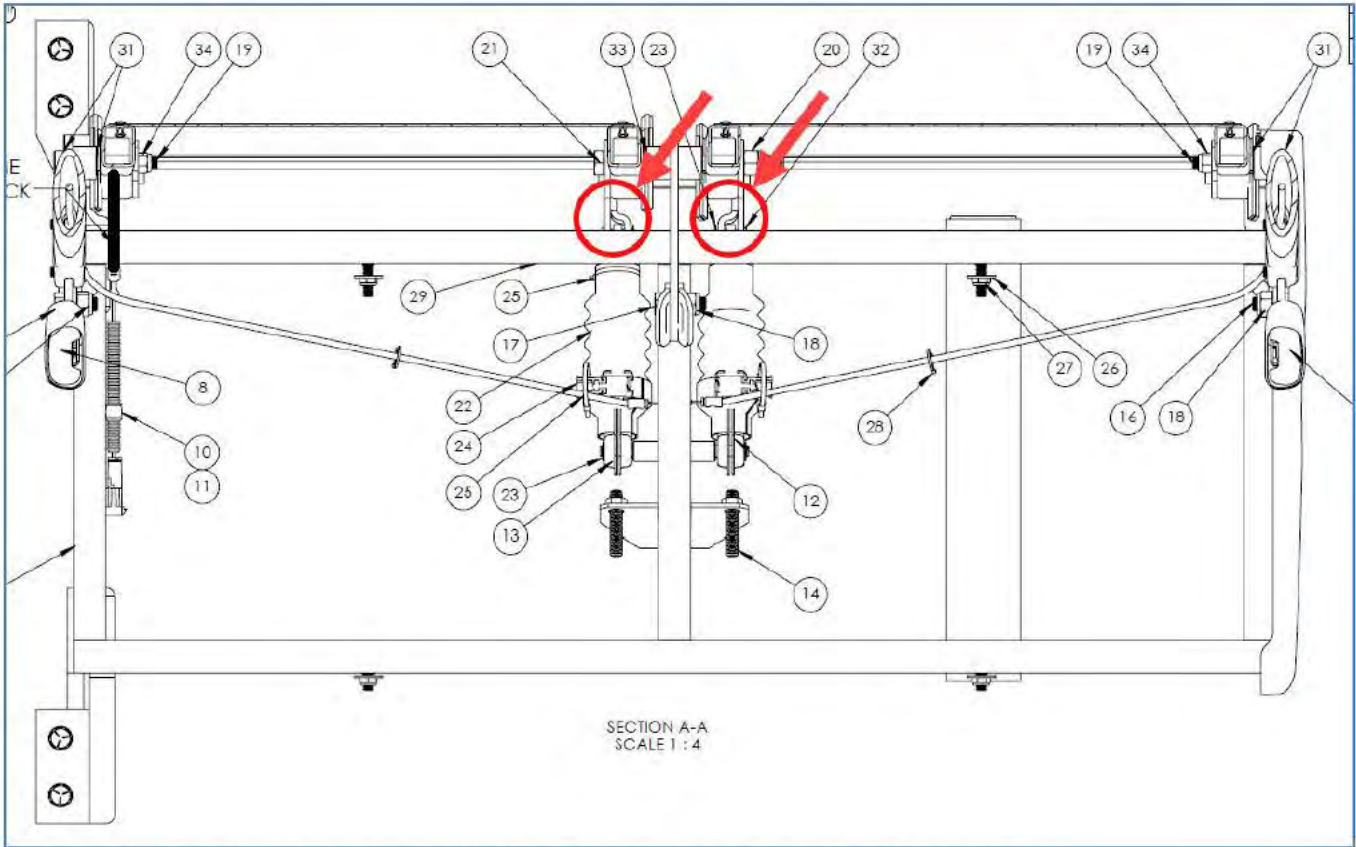


Figure 2: SEEN FROM UNDERNEATH (FIXED SEAT SHOWN, SIMILAR ON SLIDING SEAT)



Figure 3: PIN MISSING



Figure 4: PIN

PARTS DISPOSITION

DO NOT RETURN THE REPLACED PARTS. Discard waste according to applicable environmental regulations (Municipal/State[Prov.]/ Federal)

WARRANTY

This inspection/correction is covered by Prevo's normal warranty. We will reimburse you the parts and 0.33 hour(s) of labor upon receipt of a completed A.F.A. Please submit claim via our Online Warranty System, available at www.prevo.com (under service \ warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall SR22-311".

Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Sheet" provided with this bulletin and return it to our warranty department by Email at prevo.onlinewarranty@volvo.com or by fax at 418-831-9301.

OTHER

| | |
|--------------|---------|
| VBC Bulletin | N/A |
| Fail Code | 18.03-2 |
| Defect Code | 09 |
| Syst.Cond | R |
| Causal Part | 865819 |

Access all our Service Bulletins on <http://techpub.prevo.com/en/> or scan the QR-Code with your smart phone.
E-mail us at technicalpublications_prev@volvo.com and type "ADD" in the subject to receive our warranty bulletins by e-mail.





**Safety Recall
Certification Sheet
(Ref: SR22-311)**

VEHICLE SERIAL NUMBER:

| | | | | | | | | | | | | | | | | | | | | |
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| PERFORMED BY | | OWNER/OPERATOR | |
|--|--|-------------------|--|
| We hereby certify that Safety Recall Instructions with regard to Safety Recall SR22-311 have been performed. | | | |
| Name: _____ | | Name: _____ | |
| Addr: _____ | | Addr: _____ | |
| | | | |
| | | | |
| Phone: _____ | | Phone: _____ | |
| Fax: _____ | | Fax: _____ | |
| Signature : _____ | | Signature : _____ | |
| Date: _____ | | Date: _____ | |

If the information mentioned above is incorrect or you are not the owner of this vehicle anymore, please fill this section and return to sender.

NEW OWNER: _____

BUSINESS: _____

ADDRESS (including County): _____

TELEPHONE: _____ **FAX:** _____

Please return this completed document with your A.F.A. form