

SAFETY RECALL

SR24-86

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12.2024 NA 1(4)

First Release

12-19-2024

EMERGENCY EXIT DECAL REPLACEMENT 9700 (B13R)

MODEL YEAR(S) AND VEHICLE SERIAL NUMBERS (VIN) INVOLVED


NOTICE TO SERVICE CENTERS	
Verify vehicle eligibility by checking recall status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of Prevest website.	
Model	VIN
Volvo 9700 us/can Model Year : 2025	
This 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.	

DESCRIPTION

On the vehicles affected by this recall, you must replace the non-compliant emergency exit decals with new decals.

MATERIAL

Order kit **SR24-86** includes the following parts:

Part No.	Description	Qty
406941	DECAL, WINDOW EMERGENCY ENGLISH / FRENCH 	18

Other parts that may be required:

Description	Qty
ALCOHOL ISOPROPYLIQUE 99%	AR

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. In the battery box, set the battery cut-off switch to the OFF position prior to working on the vehicle.

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.

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- 1) Mark the position of the decal on the window release mechanism handle with two pieces of tape, one at the top edge of the decal and one at left edge of the decal.
- 2) Remove the emergency exit decal from the window release mechanism handle and discard.

Note: It is recommended to use a heat gun to remove the decal. If you do not have one, you can use alcohol with a clean cloth and rub over the decal, start at its edges to peel it off.

CAUTION: Do not use any solvents to remove the decal. Do not use hand tools such as knives, putty knives or any other objects to scrape the surface. Failure to do so will result in window release mechanism handle finish damage.



- 3) Clean the surface with alcohol where the old decal was located.
- 4) Install the new decals 406941 at the same position marked by the tape.
- 5) Use a decal squeegee to smooth out the decal to eliminate any air bubbles and ensure that it conforms to the shape of the window release mechanism handle to avoid the possibility of peeling.
- 6) Remove the two pieces of tape.

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PARTS / WASTE DISPOSAL

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

WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you the parts and two hours (2.0) of labor upon receipt of a completed A.F.A. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall SR24-86".

OTHER

VBC Bulletin	C0407
Fail Code	18.12
Defect Code	09
Syst.Cond.	R
Causal Part	24626945

Access all our Service Bulletins on <http://techpub.prevostcar.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.



Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Volvo Bus, however, is not committed to, or liable for updating existing products.