

PREVOST SAFETY RECALL SR24-26
NHTSA SAFETY RECALL #24V523
July 2024

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

SR24-26
«customer»
«add» «po»
«city», «st» «zip»
USA

IMPORTANT SAFETY RECALL

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 (identified motor vehicles) fail to conform to Federal Motor Vehicle Safety Standard No. 403 - Platform lift systems and 404 - Platform lift installations.

DEFECT DESCRIPTION

The wheelchair lift bridging device installed on the concerned vehicles may not comply with Section 4.1.4 of FMVSS No. 404, which addresses the installation wheelchair lifts in vehicles, and Section 6.4.4.2 of FMVSS 403, which specifies that the slope of any surface over which a passenger may traverse to enter or exit the platform must have a rise to run not greater than 1:8 on the portion of the rise between 13 mm (0.5 in) and 75 mm (3 in).

SAFETY RISK

The slope of the bridging device (“bridge plate”) on the affected vehicles may exceed the rise-to-run ratio of 1:8 as specified in section 6.4.4.2 of FMVSS403, causing wheelchair instability and increasing the risk of injury.

IDENTIFICATION OF ANY WARNING THAT CAN PRECEDE

There is no warning associated with this issue.

REMEDY PROGRAM

When the solution is ready, Prevest will provide a repair procedure to remedy the affected vehicle population. All costs associated with this repair will be covered by Prevest, at no cost to you.

According to our records, you are the registered owner of the following vehicles involved in this safety recall SR24-26:

«VIN1»	«VIN2»	«VIN3»	«VIN4»
«VIN5»	«VIN6»	«VIN7»	«VIN8»
«VIN9»	«VIN10»	«VIN11»	«VIN12»
«VIN13»	«VIN14»	«VIN15»	«VIN16»

WHAT YOU NEED TO DO

We appreciate your patience while we are preparing the remedy. **You will receive a second owner notification when the solution is available.**

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. Prevest 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 Prevest Warranty Department at 1-866-870-2046 for reimbursement instructions.

REIMBURSEMENT OF PRE-NOTIFICATION REMEDIES

When a Prevest 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, Prevest 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 <https://prevostcar.com/contact/warranty>

Click on the link '[Change of address or ownership](#)', fill the form, save it and email the file to prevost.warranty@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://prevostcar.com/contact/parts-service-center>

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