

2021FA01
March 05, 2021
Product Code(s): 66
Page 1 of 18

SUBJECT: Volvo 9700 TCM Recalibration

MODELS AFFECTED: B 500™

VOCATIONS AFFECTED: Coach

Introduction:

Allison Transmission has identified a potential quality issue limited to certain B 500™ model transmissions in Volvo 9700 model vehicles. The issue may affect the durability of the C1 drive hub. This Field Action has been initiated to recalibrate the Transmission Control Module (TCM) in specific vehicles to address this issue.

Refer to the following instructions to identify affected vehicles and transmissions, obtain authorization to perform service work, and submit the proper warranty claims.



NOTE: If there are questions from the vehicle owner or operator regarding vehicle performance after recalibration of the TCM, please provide the following explanation - **The new calibration may change the vehicle acceleration and deceleration performance; however, this new calibration has been fully evaluated and approved by the Volvo Bus organization and the Prevost Service organization.**



NOTE: Because this Field Action is limited to specific transmissions in Volvo 9700 model vehicles, not all serial numbers in the range detailed below will qualify for this Field Action. Refer to [Table 4](#) for a complete list of all eligible transmission serial numbers.

Table 1. Affected Serial Number Range, Model, and Vocation

Product Code	Affected Serial Number (S/N) Range	Affected Transmission Model	Affected Vocation
66	6610403836 – 6610596333	B 500™	Coach

Field Action Transmission Identification:

Prior to the repair of an eligible transmission, a Field Action Authorization Number must be obtained by logging on to <https://sap.allisontransmission.com/extranet/fieldactions>. Enter the transmission serial number, vehicle vocation code, and request an authorization. If you receive an authorization number, this is confirmation that the field action has NOT been performed. If the field action has NOT been performed, proceed with the repair. Include the authorization number in the warranty claim narrative prior to submitting the claim. If you are unable to obtain an authorization number, and you believe the transmission qualifies for the field action based on the

serial number, contact the Allison Technical Assistance Center (TAC) at 1-800-252-5283 or 317-242-0700 or email: Allison.TAC@allisontransmission.com.

Allison Service Outlets Field Action Responsibility:

1. When the customer initiates contact and provides the Vehicle Identification Number (VIN), verify the VIN is present in [Table 4](#).
 - If the VIN is not present in [Table 4](#), immediately contact Allison TAC at 1-800-252-5283. Open a TAC case including the customer name, phone number, geographic location, and customer reported VIN.
2. Schedule the service work with the customer. Appraise the vehicle owner of the time needed to complete all work and when the vehicle will be available for pickup.
3. When the vehicle arrives, verify the Vehicle Identification Number (VIN) is present in [Table 4](#).
4. If the transmission nameplate is accessible without lifting the vehicle, confirm the transmission serial number is in range per [Table 1](#) and included in [Table 4](#). If the transmission nameplate is not easily accessible, it is acceptable to use the transmission serial number cross referenced to the actual VIN in [Table 4](#).
5. Obtain a 2021FA01 Field Action Authorization Number for the verified or cross referenced transmission serial number.
6. Recalibrate TCM with calibration **62CR0RX1**. Record the complete TCM serial number to be included in the AWAARE claim.

Specific TCM Reflash™ steps:

- a. In the "Note: FuelSense® 2.0 is not to be installed in the Aftermarket in Japan" popup window, select **OK**. Refer to [Figure 1](#).
- b. In the "The calibration you are loading includes 'FuelSense® 2.0' billable feature. Are you replacing a TCM?" popup window, select **No** if applicable. Refer to [Figure 2](#).
- c. In the Load Report Form window, enter the full **Vehicle Identification Number** and **Transmission Serial Number** as shown in [Figure 3](#).
- d. In the Load Report Form window field Recal Type, select **13:Other-(Must Complete Comments Sections)** as shown in [Figure 3](#).
- e. In the Load Report Form window Comments field, enter "**2021FA01**" as shown in [Figure 3](#).
- f. For vehicles with FuelSense® 1.0 installed upon arrival, reprogramming with calibration **62CR0RX1** will automatically result in an installation of FuelSense® 2.0 MAX. Refer to the [Claim Submittal Information](#): section of this letter regarding reimbursement of charges related to this field action.
7. Test drive the vehicle to verify all forward and reverse ranges are operational and no Diagnostic Trouble Codes (DTCs) become active.
8. Contact the customer to arrange vehicle pick-up.

Load Report Form

New Calibration Configuration

Calibration ECU Part #: 62CR0RX1

Calibration ID Number (CIN): C19400106F00E

Description of ECU compatibility with selected calibration

Current TCM Configuration

TCM/ECU Serial #: BK0691A331080087 Compatibility Level: W19BC_PC_8688126

TCM/ECU Core Part #: 29550691 Software Level: W19BC_PC_8688126

Previously Loaded CIN: C19400106F00E ECU Date Code: 04-18-2013

Additional Tracking and Barcode Information

Customer Name:

Customer Part #: 24107586

☐ Dyno Application

Vehicle Identification:

Recal Type: 13: Other-(Must Complete Comments Sections)

Transmission S/N: Vehicle Model #:

Comments:

TCM Reflash (PCCS) - 5th Gen Production

Note: FuelSense® 2.0 is not to be installed in the Aftermarket in Japan.

OK Cancel

OK Cancel

5390767

Figure 1. TCM Reflash™ – Select OK

Load Report Form

New Calibration Configuration

Calibration ECU Part #: 62CR0RX1

Calibration ID Number (CIN): C19400106F00E

Description of ECU compatibility with selected calibration

Current TCM Configuration

TCM/ECU Serial #: BK0691A331080087 Compatibility Level: W19BC_PC_8688126

TCM/ECU Core Part #: 29550691 Software Level: W19BC_PC_8688126

Previously Loaded CIN: C19400106F00E

Additional Tracking and Barcode Information

Customer Name:

Customer Part #: 24107586

☐ Dyno Application

Vehicle Identification...

Recal Type: 13: Other-(Must Complete Comments Sections)

Transmission S/N: Vehicle Model #:

Comments:

Transfer Entitlements

The calibration you are loading includes 'FuelSense® 2.0' billable feature.

Are you replacing a TCM?

Yes No Cancel

OK

Cancel

5390857

Figure 2. TCM Reflash™ – Select No

Load Report Form

New Calibration Configuration			
Calibration ECU Part #:	62CR0RX1		
Calibration ID Number (CIN):	C19400106F00E		
Description of ECU compatibility with selected calibration			
Current TCM Configuration			
TCM/ECU Serial #:	BK6884A343260030	Compatibility Level:	W19BC_PC_8688126
TCM/ECU Core Part #:	29556884	Software Level:	W19BC_PC_8688126
Previously Loaded CIN:	C19400048F00K	ECU Date Code:	11-22-2014
Additional Tracking and Barcode Information			
Customer Name:			
Customer Part #:	24107586	R/O #:	
☐ Dyno Application			
Vehicle Identification...	3CET2VXXXXXXXXXX		
Recal Type	13: Other-(Must Complete Comments Sections)		
Transmission S/N:	661XXXXXX	Vehicle Model #:	
Comments:	2021FA01		
			OK
			Cancel

5391077

Figure 3. TCM Reflash™ – Populate Fields As Shown

Claim Submittal Information:

Approved authorized Allison service outlets must submit work performed per this Field Action as outlined in [Table 2](#) and [Table 3](#).

Include the Field Action Authorization Number in the Complaint Cause and Correction Narrative in each AWAARE claim.

When filing each claim, enter the recalibrated TCM serial number from step 6 into the Failed Component Serial Number field of the AWAARE claim.

At the end of each month, charges for FuelSense® 2.0 upgrades accrued for each service channel member as a result of this field action will be issued a collective financial credit reimbursing those charges. Those individual charges will be tracked by Allison Transmission via the populated fields in the TCM Reflash™ Load Report Form and the AWAARE Failed Component Serial Number field.

Table 2. Claim Information

CLAIM TYPE	CT04
PRIMARY FAILED PART	29543359
SPECIAL ACTIVITY INDICATOR	2021FA01
COMPLAINT CODE	FF05
FAILURE CODE	AD03
FIELD ACTION AUTHORIZATION NUMBER	*
*Provided from Extranet, must be listed in claim narrative	

Table 3. Labor Codes/Hours

LABOR OPERATION CODE	LABOR HOURS	LABOR OPERATIONS
00096501	1.0	RECALIBRATE TCM
00096400	0.5	TEST DRIVE

Any additional parts, labor, or travel costs deemed necessary to complete this Field Action must be described in detail in the claim narrative; if not, they will be deducted from the claim. Authorized Allison service outlets must follow the published Allison Transmission current labor time guide for work performed when adding any additional charges.

Contact Information:

If there are questions concerning this Proactive Field Action please contact:

Allison Transmission, Inc.
 P.O. Box 894
 Indianapolis, IN 46206 0894
 TOLL FREE: 1-800-252-5283
Allison.TAC@allisontransmission.com

Table 4. Eligible VINs and Serial Numbers (sorted ascending by VIN)

Row	VIN	Transmission Serial Number	Row	VIN	Transmission Serial Number
1	3CET2V220F5170552	6610407043	2	3CET2V220F5171278	6610413617
3	3CET2V220F5171281	6610413599	4	3CET2V220F5171376	6610413648
5	3CET2V220G5173405	6610425648	6	3CET2V220G5175963	6610437990
7	3CET2V220G5176093	6610438528	8	3CET2V220G5178409	6610449218
9	3CET2V220G5178538	6610449182	10	3CET2V220G5178541	6610449212
11	3CET2V220H5179965	6610458022	12	3CET2V220H5180498	6610459603
13	3CET2V220H5180646	6610458010	14	3CET2V220H5181764	6610464431
15	3CET2V220H5181957	6610464445	16	3CET2V220H5181960	6610464442
17	3CET2V220H5182705	6610466555	18	3CET2V221F5171421	6610413602

Table 4. Eligible VINs and Serial Numbers (sorted ascending by VIN) (cont'd)

Row	VIN	Transmission Serial Number	Row	VIN	Transmission Serial Number
19	3CET2V221G5174045	6610428786	20	3CET2V221G5175969	6610437966
21	3CET2V221H5179960	6610454805	22	3CET2V222F5170553	6610407037
23	3CET2V222F5171282	6610413605	24	3CET2V222F5171377	6610413632
25	3CET2V222F5171427	6610414355	26	3CET2V222G5173406	6610425630
27	3CET2V222G5173891	6610428816	28	3CET2V222G5174202	6610428783
29	3CET2V222G5174801	6610430965	30	3CET2V222G5176094	6610438546
31	3CET2V222G5178539	6610449191	32	3CET2V222G5178542	6610448649
33	3CET2V222G5179657	6610454778	34	3CET2V222H5181300	6610459695
35	3CET2V222H5181765	6610464437	36	3CET2V222H5182706	6610466445
37	3CET2V223F5171372	6610413626	38	3CET2V223G5175830	6610438509
39	3CET2V223G5175956	6610437963	40	3CET2V223G5176086	6610438549
41	3CET2V223G5178405	6610448667	42	3CET2V223H5179961	6610454775
43	3CET2V223H5181080	6610459594	44	3CET2V223H5181760	6610464434
45	3CET2V223H5182598	6610466451	46	3CET2V224F5169811	6610403932
47	3CET2V224F5170554	6610403840	48	3CET2V224F5171378	6610413636
49	3CET2V224G5173410	6610425633	50	3CET2V224G5173892	6610428819
51	3CET2V224G5174041	6610428798	52	3CET2V224G5175965	6610437984
53	3CET2V224G5176100	6610437939	54	3CET2V224G5178414	6610448664
55	3CET2V224G5179658	6610454793	56	3CET2V224H5181086	6610459582
57	3CET2V224H5181301	6610459591	58	3CET2V224H5181959	6610464447
59	3CET2V225F5171373	6610414340	60	3CET2V225F5171700	6610414350
61	3CET2V225G5174047	6610428789	62	3CET2V225G5174050	6610428780
63	3CET2V225G5175831	6610437993	64	3CET2V225G5176087	6610438500
65	3CET2V225G5176090	6610438497	66	3CET2V225G5178406	6610448655
67	3CET2V225G5178535	6610449200	68	3CET2V225H5179962	6610454769
69	3CET2V225H5180500	6610454784	70	3CET2V225H5181078	6610458001
71	3CET2V225H5181761	6610464428	72	3CET2V225H5182599	6610466567
73	3CET2V225H5182604	6610466576	74	3CET2V226F5171284	6610413645
75	3CET2V226G5173280	6610425642	76	3CET2V226G5173408	6610425593
77	3CET2V226G5173411	6610425596	78	3CET2V226G5174042	6610428801
79	3CET2V226G5175966	6610437975	80	3CET2V226H5181302	6610459698
81	3CET2V227F5170550	6610403836	82	3CET2V227F5171374	6610413608
83	3CET2V227F5171424	6610414353	84	3CET2V227G5174048	6610428822
85	3CET2V227G5175832	6610437936	86	3CET2V227G5175961	6610437942

Table 4. Eligible VINs and Serial Numbers (sorted ascending by VIN) (cont'd)

Row	VIN	Transmission Serial Number	Row	VIN	Transmission Serial Number
87	3CET2V227G5176088	6610438531	88	3CET2V227G5176091	6610438540
89	3CET2V227G5178536	6610449197	90	3CET2V227H5179963	6610454781
91	3CET2V227H5181079	6610459570	92	3CET2V227H5181082	6610458007
93	3CET2V227H5181762	6610464422	94	3CET2V228G5173409	6610425639
95	3CET2V228G5174043	6610428810	96	3CET2V228G5175967	6610438543
97	3CET2V228G5176097	6610438512	98	3CET2V228G5178545	6610448539
99	3CET2V229F5171277	6610413654	100	3CET2V229F5171280	6610413639
101	3CET2V229F5171375	6610414343	102	3CET2V229G5174049	6610428795
103	3CET2V229G5174052	6610407040	104	3CET2V229G5174200	6610428792
105	3CET2V229G5175833	6610437951	106	3CET2V229G5175962	6610437987
107	3CET2V229G5176089	6610438552	108	3CET2V229G5176092	6610438503
109	3CET2V229G5178408	6610449206	110	3CET2V229G5178540	6610449215
111	3CET2V229H5179964	6610454787	112	3CET2V229H5181083	6610459701
113	3CET2V229H5181763	6610464425	114	3CET2V22XG5174044	6610428804
115	3CET2V22XG5175968	6610437954	116	3CET2V22XG5176084	6610438515
117	3CET2V22XG5178546	6610449209	118	3CET2V22XH5181075	6610459597
119	3CET2V22XH5182596	6610466573	120	3CET2V920H5184394	6610473666
121	3CET2V920J5186068	6610482875	122	3CET2V920J5186071	6610482824
123	3CET2V920J5186166	6610482887	124	3CET2V920J5187124	6610482863
125	3CET2V920J5188029	6610493737	126	3CET2V920J5188032	6610493758
127	3CET2V920J5189083	6610500576	128	3CET2V920J5189522	6610503009
129	3CET2V920J5190069	6610505651	130	3CET2V920J5190072	6610507342
131	3CET2V920J5191917	6610515138	132	3CET2V920K5192292	6610523700
133	3CET2V920K5192437	6610523697	134	3CET2V920K5192440	6610522602
135	3CET2V920K5192826	6610524412	136	3CET2V920K5194799	6610539554
137	3CET2V920K5195015	6610539560	138	3CET2V920K5195953	6610539557
139	3CET2V920K5196018	6610547664	140	3CET2V920K5196021	6610547658
141	3CET2V920K5196455	6610548841	142	3CET2V920L5198322	6610548846
143	3CET2V920L5199373	6610570118	144	3CET2V920L5200487	6610579342
145	3CET2V920L5200490	6610581896	146	3CET2V921G5179025	6610449188
147	3CET2V921J5186077	6610481783	148	3CET2V921J5186158	6610482878
149	3CET2V921J5186161	6610482893	150	3CET2V921J5188024	6610493734
151	3CET2V921J5188038	6610493740	152	3CET2V921J5189531	6610499000
153	3CET2V921J5190078	6610507373	154	3CET2V921K5192298	6610522481

Table 4. Eligible VINs and Serial Numbers (sorted ascending by VIN) (cont'd)

Row	VIN	Transmission Serial Number	Row	VIN	Transmission Serial Number
155	3CET2V921K5192432	6610515095	156	3CET2V921K5192673	6610524409
157	3CET2V921K5192821	6610525147	158	3CET2V921K5192835	6610525135
159	3CET2V921K5194567	6610536193	160	3CET2V921K5194715	6610537150
161	3CET2V921K5195010	6610539825	162	3CET2V921L5198474	6610549693
163	3CET2V921L5199379	6610570121	164	3CET2V922H5184395	6610473669
165	3CET2V922J5185164	6610481786	166	3CET2V922J5186069	6610482902
167	3CET2V922J5187125	6610484171	168	3CET2V922J5189523	6610499004
169	3CET2V922J5190073	6610507339	170	3CET2V922J5191367	6610515132
171	3CET2V922K5192293	6610523216	172	3CET2V922K5192438	6610523213
173	3CET2V922K5192441	6610522499	174	3CET2V922K5192827	6610522608
175	3CET2V922K5192830	6610525165	176	3CET2V922K5195016	6610539822
177	3CET2V922K5195954	6610539713	178	3CET2V922K5196019	6610539804
179	3CET2V922K5196456	6610549382	180	3CET2V922L5198323	6610548843
181	3CET2V922L5199374	6610570109	182	3CET2V922L5200488	6610581912
183	3CET2V922L5200491	6610579371	184	3CET2V923J5186078	6610481780
185	3CET2V923J5186159	6610482821	186	3CET2V923J5188025	6610493601
187	3CET2V923J5188039	6610493755	188	3CET2V923J5188042	6610493743
189	3CET2V923J5189532	6610499148	190	3CET2V923J5190079	6610507348
191	3CET2V923J5191913	6610515001	192	3CET2V923K5192299	6610522605
193	3CET2V923K5192433	6610522484	194	3CET2V923K5192674	6610524406
195	3CET2V923K5192822	6610525132	196	3CET2V923K5194568	6610537651
197	3CET2V923K5194716	6610538071	198	3CET2V923K5195011	6610539813
199	3CET2V923L5198475	6610548641	200	3CET2V924H5184396	6610473663
201	3CET2V924J5185165	6610481996	202	3CET2V924J5188034	6610493604
203	3CET2V924J5189197	6610499622	204	3CET2V924J5189202	6610499616
205	3CET2V924J5189524	6610502997	206	3CET2V924J5190074	6610507370
207	3CET2V924J5190995	6610512081	208	3CET2V924J5191368	6610515135
209	3CET2V924J5191371	6610515039	210	3CET2V924K5192294	6610523210
211	3CET2V924K5192439	6610523688	212	3CET2V924K5192828	6610525141
213	3CET2V924K5194563	6610528058	214	3CET2V924K5194711	6610537599
215	3CET2V924K5195017	6610539704	216	3CET2V924K5196023	6610547661
217	3CET2V924K5196510	6610548838	218	3CET2V924L5199375	6610570314
219	3CET2V924L5200489	6610581899	220	3CET2V924L5200492	6610579318
221	3CET2V925J5186065	6610481993	222	3CET2V925J5186163	6610482890

Table 4. Eligible VINs and Serial Numbers (sorted ascending by VIN) (cont'd)

Row	VIN	Transmission Serial Number	Row	VIN	Transmission Serial Number
223	3CET2V925J5187121	6610484174	224	3CET2V925J5188026	6610493746
225	3CET2V925J5188043	6610484165	226	3CET2V925J5189533	6610504754
227	3CET2V925K5192434	6610522614	228	3CET2V925K5192823	6610525123
229	3CET2V925K5194717	6610537654	230	3CET2V925K5194801	6610538139
231	3CET2V925K5195009	6610538065	232	3CET2V925K5195012	6610539707
233	3CET2V925K5195060	6610539807	234	3CET2V925L5198476	6610566461
235	3CET2V925L5199370	6610570112	236	3CET2V925L5200937	6610581906
237	3CET2V925L5200940	6610579324	238	3CET2V926H5184397	6610473657
239	3CET2V926J5185166	6610482005	240	3CET2V926J5186155	6610478680
241	3CET2V926J5186270	6610482884	242	3CET2V926J5187127	6610493885
243	3CET2V926J5189198	6610500551	244	3CET2V926J5189203	6610499021
245	3CET2V926J5190075	6610507345	246	3CET2V926J5190304	6610504748
247	3CET2V926K5192295	6610523694	248	3CET2V926K5192300	6610524397
249	3CET2V926K5192443	6610522599	250	3CET2V926K5192829	6610525129
251	3CET2V926K5194256	6610528060	252	3CET2V926K5194709	6610537486
253	3CET2V926K5194712	6610537144	254	3CET2V926K5196024	6610547667
255	3CET2V926K5196508	6610549380	256	3CET2V926K5196511	6610549377
257	3CET2V926L5199376	6610570317	258	3CET2V926L5200493	6610579333
259	3CET2V927H5184392	6610473645	260	3CET2V927J5186164	6610482908
261	3CET2V927J5187122	6610484299	262	3CET2V927J5188027	6610493728
263	3CET2V927J5188044	6610484296	264	3CET2V927J5189193	6610499007
265	3CET2V927J5190067	6610504757	266	3CET2V927J5191915	6610515092
267	3CET2V927K5192435	6610523691	268	3CET2V927K5192676	6610524420
269	3CET2V927K5192824	6610525168	270	3CET2V927K5194802	6610538068
271	3CET2V927K5195013	6610539725	272	3CET2V927K5195061	6610539819
273	3CET2V927K5195951	6610541128	274	3CET2V927L5198317	6610549394
275	3CET2V927L5199371	6610570115	276	3CET2V927L5200485	6610579327
277	3CET2V927L5200938	6610579321	278	3CET2V927L5200941	6610579330
279	3CET2V928H5184398	6610473651	280	3CET2V928J5185167	6610478674
281	3CET2V928J5186156	6610482869	282	3CET2V928J5187128	6610482920
283	3CET2V928J5188022	6610493731	284	3CET2V928J5188036	6610493749
285	3CET2V928J5189199	6610498976	286	3CET2V928J5189526	6610499027
287	3CET2V928J5190076	6610505143	288	3CET2V928J5190305	6610505650
289	3CET2V928K5192301	6610524414	290	3CET2V928K5192444	6610522496

Table 4. Eligible VINs and Serial Numbers (sorted ascending by VIN) (cont'd)

Row	VIN	Transmission Serial Number	Row	VIN	Transmission Serial Number
291	3CET2V928K5192833	6610525171	292	3CET2V928K5194257	6610534290
293	3CET2V928K5194565	6610536263	294	3CET2V928K5194713	6610536199
295	3CET2V928K5196025	6610547726	296	3CET2V928K5196509	6610549391
297	3CET2V928K5196512	6610549379	298	3CET2V928L5199377	6610562185
299	3CET2V928L5200494	6610579357	300	3CET2V929H5184393	6610473642
301	3CET2V929J5186070	6610482872	302	3CET2V929J5186165	6610482881
303	3CET2V929J5187123	6610482905	304	3CET2V929J5188028	6610493897
305	3CET2V929J5188031	6610493752	306	3CET2V929J5189082	6610499025
307	3CET2V929J5189194	6610499625	308	3CET2V929J5190068	6610507351
309	3CET2V929J5190992	6610512066	310	3CET2V929K5192436	6610522596
311	3CET2V929K5192677	6610522625	312	3CET2V929K5192825	6610524400
313	3CET2V929K5194798	6610538080	314	3CET2V929K5195014	6610539710
315	3CET2V929K5195062	6610539722	316	3CET2V929K5195952	6610541125
317	3CET2V929K5196020	6610547652	318	3CET2V929L5198318	6610549690
319	3CET2V929L5199372	6610570106	320	3CET2V929L5200939	6610579348
321	3CET2V92XG5179654	6610454790	322	3CET2V92XH5184399	6610473654
323	3CET2V92XJ5185168	6610481792	324	3CET2V92XJ5186157	6610482002
325	3CET2V92XJ5186160	6610482866	326	3CET2V92XJ5186272	6610484168
327	3CET2V92XJ5187129	6610482860	328	3CET2V92XJ5188023	6610493903
329	3CET2V92XJ5189530	6610499032	330	3CET2V92XJ5190077	6610504751
331	3CET2V92XJ5190080	6610507367	332	3CET2V92XJ5190306	6610499619
333	3CET2V92XJ5190998	6610512087	334	3CET2V92XK5192431	6610522487
335	3CET2V92XK5192820	6610525144	336	3CET2V92XK5192834	6610524417
337	3CET2V92XK5194566	6610537492	338	3CET2V92XK5194714	6610537489
339	3CET2V92XK5196513	6610549383	340	3CET2V92XL5199378	6610570320
341	3CET2V92XL5200495	6610579337	342	3CET2W420L5201927	6610589540
343	3CET2W420L5201930	6610595718	344	3CET2W421L5202567	6610596333
345	3CET2W421L5202570	6610588858	346	3CET2W422L5201928	6610595721
347	3CET2W422L5201931	6610595715	348	3CET2W423L5202568	6610596252
349	3CET2W423L5202571	6610590495	350	3CET2W424L5201929	6610589543
351	3CET2W424L5201932	6610590489	352	3CET2W424L5202563	6610596258
353	3CET2W425L5202569	6610596330	354	3CET2W425L5202572	6610590492
355	3CET2W426L5201933	6610590498	356	3CET2W426L5202564	6610596255
357	3CET2W428L5201934	6610588837	358	3CET2W428L5202565	6610596261

Table 4. Eligible VINs and Serial Numbers (sorted ascending by VIN) (cont'd)

Row	VIN	Transmission Serial Number	Row	VIN	Transmission Serial Number
359	3CET2W429L5201926	6610589546	360	3CET2W42XL5201935	6610590501
361	3CET2W42XL5202566	6610590486			

IMPORTANT SAFETY RECALL
NHTSA RECALL #20V-803
FEBRUARY 18TH 2021

SR21-80

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL SR21-80 ALLISON TRANSMISSION
C1 HUB FAILURE**

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 2015 to 2020 Volvo 9700US/CAN model vehicles.

This notice applies to your vehicles as stated below as described by the Vehicle Identification Number(s) (VIN):

VIN

DEFECT DESCRIPTION

On the vehicles involved, the transmission C1 hub may prematurely fail, which may lead to a disabled vehicle.

POTENTIAL CONSEQUENCE

A disabled vehicle can result in a safety risk under certain conditions, which may increase the risk of a passenger death or injury and/or a vehicle crash. Prevost has not received report of death, injury, or vehicle crash associated with this defect.

Therefore, we consider this as a proactive measure to protect the public from the potential risk associated with this defect.

CORRECTIVE ACTIONS

The vehicles will be repaired by re-programming the transmission control module

WHAT YOU NEED TO DO

Repair instructions will be provided to the authorized Allison dealers by March 19, 2021.

The work will be performed by an authorized Allison dealer, following the Safety Recall SR21-80 procedure that can be found on Prevost Technical Publications web site at this address:

<http://techpub.prevostcar.com/en/>

The time to inspect and repair your vehicle if required is approximately one hour (1.0 h).

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.

NOTICE REGARDING LEASED VEHICLES

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 working days of your receipt of this Notice. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that lessee. For purposes of this Notice, the term 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 CFR 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.

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 complaints if you believe that Prevost Car US has failed to remedy the defect without charge, or has failed to remedy the vehicle within 60 days of the owners first tender to obtain repair following the earliest time that parts are available.

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. Hotline: 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 operation, 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

IMPORTANT SAFETY RECALL
TRANSPORT CANADA RECALL # 2020-639
FEBRUARY 18TH, 2021

SR21-80

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL CAMPAIGN SR21-80 Allison Transmission C1
Hub Failure**

Dear Customer,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*.

Prevost has decided that a defect which relates to motor vehicle safety exists in 2015 to 2020 Volvo 9700US/CAN model vehicles.

This notice applies to your vehicles as stated below as described by the Vehicle Identification Number(s) (VIN):

vin

DEFECT DESCRIPTION

On the vehicles involved, the transmission C1 hub may prematurely fail, which may lead to a disabled vehicle.

POTENTIAL CONSEQUENCE

A disabled vehicle can result in a safety risk under certain conditions, which may increase the risk of a passenger death or injury and/or a vehicle crash. Prevost has not received report of death, injury, or vehicle crash associated with this defect. Therefore, we consider this as a proactive measure to protect the public from the potential risk associated with this defect.

CORRECTIVE ACTIONS

The vehicles will be repaired by re-programming the transmission control module.

WHAT YOU NEED TO DO

Repair instructions will be provided to the authorized Allison Transmission Distributor by March 19, 2021.

The work will be performed by an authorized Allison Transmission Distributor, following the Safety Recall SR21-80 procedure that can be found on Prevost Technical Publications web site at this address:

<http://techpub.prevostcar.com/en/>

The time to inspect and repair your vehicle if required is approximately one hour (1.0 h).

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 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.

NOTICE REGARDING LEASED VEHICLES

If you are a Lessor of vehicles subject to this notice, Federal regulation requires that you forward a copy of this notice to the lessee within ten working days.

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>

We regret any inconvenience this may cause to your operation 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