

2021FA02
March 05, 2021
Product Code(s): 66
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SUBJECT: Volvo 9700 TCM Recalibration and C1 Drive Hub Certification

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 1) Recalibrate the Transmission Control Module (TCM) and 2) Proactively replace the C1 drive hub in specific vehicles to address this issue.

Refer to the following instructions to identify affected vehicles and transmissions, obtain authorization to perform repairs, 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 5](#) 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	6610388133 – 6610581893	B 500™	Coach



NOTE: The removal and replacement (R&R) of the transmission may be performed by Authorized Dealers or Distributors, but replacement of the internal components must be performed by an Allison service channel location authorized to overhaul B 500™ model transmissions. Coordination of work between channel members to minimize the customer's downtime will be the responsibility of the service channel members involved.

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.

For vehicles where the R&R and TCM recalibration is performed by an Allison service channel member separate from the transmission repair, the channel member performing the R&R must reserve the Field Action Authorization Number. The R&R channel member must communicate the Field Action Authorization Number to the channel member completing the C1 drive hub replacement. Both locations must include the same Field Action Authorization Number in the Complaint Cause and Correction Narrative of each AWAARE claim.

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 5](#).
 - If the VIN is not present in [Table 5](#), 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. Verify required service parts shown in [Table 2](#) are in inventory to support service work.
3. 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.
4. When the vehicle arrives, confirm the transmission serial number is in range per [Table 1](#) and included in [Table 5](#).
5. Verify the transmission nameplate does not have an “X” Identification Mark indicating this Field Action service work has already been performed. Refer to [Figure 1](#).
6. Verify the Vehicle Identification Number (VIN) to transmission serial number cross reference in [Table 5](#).
 - If a mismatch is present, immediately contact Allison TAC at 1-800-252-5283. Provide Allison TAC the VIN and transmission serial number present in the vehicle. Guidance will be provided shortly thereafter.
7. Obtain a 2021FA02 Field Action Authorization Number.
8. Drain and collect transmission fluid in a clean container—hold for re-use.
9. Remove cooler lines, cooler, driveline connection to output yoke/flange, etc. to prepare transmission for removal from the vehicle. Document all labor contributing to labor hours greater than allotted in the **Allison SE0037EN Labor Time Guide**—required for AWAARE claim submission.
10. Remove transmission from vehicle.
11. Replace C1 drive hub following Disassembly, Module Rebuild, and Transmission Assembly instructions defined in SM4014 4000 Series™ Service Manual.
12. Tag replaced C1 drive hub with transmission serial number and hold. AWAARE will automatically generate a Return Material Authorization (RMA) for return of the part to Allison Transmission.
13. Reinstall transmission in vehicle. For adaptation hardware bolt torque installation values, please refer to **AS Drawing AS04-456-B - Volvo D13/D16; Mack MP8/MP10**. (<https://sap.allisontransmission.com/>)

<extranet/techdata/DownloadTechdata?op=viewdrawing&Dir=extranet/installationdrawings&FileToGet=as04-456-b.pdf>)

14. After installing all components, reinstall saved transmission fluid. Check level with dipstick, start vehicle, check to cold band, and add fluid as needed to attain hot band after attaining operating temperature.
15. 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 2](#).
 - 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 3](#).
 - c. In the Load Report Form window, enter the full **Vehicle Identification Number** and **Transmission Serial Number** as shown in [Figure 4](#).
 - d. In the Load Report Form window field Recal Type, select **13:Other-(Must Complete Comments Sections)** as shown in [Figure 4](#).
 - e. In the Load Report Form window Comments field, enter "**2021FA02**" as shown in [Figure 4](#).
 - 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.
16. Test drive the vehicle to verify all forward and reverse ranges are operational and no Diagnostic Trouble Codes (DTCs) become active.
 17. After test driving the vehicle, visually inspect transmission for fluid leakage.
 18. After all work is complete, place an identifying mark on the transmission nameplate as shown in [Figure 1](#) to indicate work has been completed.
 19. Contact the customer to arrange vehicle pick-up.



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Figure 1. Identification Mark

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

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Figure 2. 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

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Figure 3. 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: 2021FA02

OK

Cancel

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Figure 4. TCM Reflash™ – Populate Fields As Shown

Table 2. Required Parts

Part Number	Part Name	Quantity
29503208	O-RING, 34.6 MM ID (TC PLUG)	1
29505858	GASKET, CONVERTER HOUSING	1
23046274	O-RING, 25.4 MM ID (TURBINE SHAFT)	1
29543359	HUB, C1 DRIVE	1
23019664	O-RING, 16.4 MM ID (DRAIN PLUG)	1
23047808	O-RING, 129.8 MM ID (PUMP BODY)	1

Claim Submittal Information:

Approved authorized Allison service outlets must submit work performed per this Field Action as outlined in [Table 3](#) and [Table 4](#).

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 15 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 3. Claim Information

CLAIM TYPE	CT04
PRIMARY FAILED PART	29543359
SPECIAL ACTIVITY INDICATOR	2021FA02
COMPLAINT CODE	FF05
FAILURE CODE	AD03
FIELD ACTION AUTHORIZATION NUMBER	*
*Provided from Extranet, must be listed in claim narrative	

Table 4. Labor Codes/Hours

LABOR OPERATION CODE	LABOR HOURS	LABOR OPERATIONS
00094000	6.0	R&R NON-TIME STUDIED
00094006	0.5	STEAM CLEAN
00095211	2.0	PARTIAL OVERHAUL
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 5. Eligible VINs and Serial Numbers (sorted ascending by VIN)

Row	VIN	Transmission Serial Number	Row	VIN	Transmission Serial Number
1	3CET2S222D5159595	6610388133	2	3CET2V220F5171426	6610414329
3	3CET2V220G5173890	6610428831	4	3CET2V220G5174201	6610428807
5	3CET2V220G5177311	6610444645	6	3CET2V220G5178412	6610449203
7	3CET2V220G5179656	6610454802	8	3CET2V220H5181084	6610459576
9	3CET2V221F5171371	6610413620	10	3CET2V221G5176085	6610438524
11	3CET2V221G5176099	6610438506	12	3CET2V221H5181076	6610459579
13	3CET2V221H5182597	6610466460	14	3CET2V221H5182602	6610466442
15	3CET2V222F5171279	6610413614	16	3CET2V222F5171430	6610413623
17	3CET2V222F5171699	6610416731	18	3CET2V222G5175964	6610438089
19	3CET2V222G5177312	6610444648	20	3CET2V222G5178413	6610448542
21	3CET2V222H5179966	6610458019	22	3CET2V222H5180499	6610454796
23	3CET2V222H5180647	6610458025	24	3CET2V222H5181085	6610459704
25	3CET2V222H5181958	6610464440	26	3CET2V223F5171422	6610413651
27	3CET2V223G5174046	6610428825	28	3CET2V223H5181077	6610457998
29	3CET2V223H5182603	6610466579	30	3CET2V224F5171283	6610413642
31	3CET2V224F5171428	6610414336	32	3CET2V224F5171431	6610413629
33	3CET2V224G5173407	6610425645	34	3CET2V224G5176095	6610438521
35	3CET2V224G5177313	6610444651	36	3CET2V224G5178543	6610448646
37	3CET2V224H5179810	6610454910	38	3CET2V224H5179967	6610454644
39	3CET2V224H5180648	6610458004	40	3CET2V224H5182707	6610466454
41	3CET2V224H5182710	6610466457	42	3CET2V225F5171423	6610414358
43	3CET2V225G5175828	6610437969	44	3CET2V225G5175957	6610437972
45	3CET2V225G5175960	6610437978	46	3CET2V225H5181081	6610458013
47	3CET2V226F5170555	6610413596	48	3CET2V226F5171429	6610414346
49	3CET2V226F5171432	6610413611	50	3CET2V226G5173893	6610428813
51	3CET2V226G5176096	6610438534	52	3CET2V226G5176101	6610438555
53	3CET2V226G5177314	6610444642	54	3CET2V226G5178415	6610448658
55	3CET2V226G5178544	6610448652	56	3CET2V226H5179968	6610454772
57	3CET2V226H5181087	6610459588	58	3CET2V226H5182708	6610466564
59	3CET2V226H5182711	6610466552	60	3CET2V227G5174051	6610428754
61	3CET2V227G5175829	6610438537	62	3CET2V227G5175958	6610438086
63	3CET2V227G5176270	6610438518	64	3CET2V227G5178407	6610448545
65	3CET2V227G5178410	6610449194	66	3CET2V227H5180496	6610459573
67	3CET2V227H5180501	6610459585	68	3CET2V228G5175970	6610437960

Table 5. Eligible VINs and Serial Numbers (sorted ascending by VIN) (cont'd)

Row	VIN	Transmission Serial Number	Row	VIN	Transmission Serial Number
69	3CET2V228G5178416	6610448661	70	3CET2V228H5182600	6610466561
71	3CET2V228H5182709	6610466570	72	3CET2V228H5182712	6610466463
73	3CET2V229F5170551	6610403856	74	3CET2V229F5171425	6610414332
75	3CET2V229G5173404	6610425636	76	3CET2V229G5175959	6610437981
77	3CET2V229G5178411	6610448536	78	3CET2V229G5178537	6610449185
79	3CET2V229H5180497	6610459600	80	3CET2V229H5180645	6610458016
81	3CET2V22XG5176098	6610437957	82	3CET2V22XH5182601	6610466558
83	3CET2V22XH5182713	6610466448	84	3CET2V920J5185163	6610478688
85	3CET2V920J5189195	6610500573	86	3CET2V920J5189200	6610499036
87	3CET2V920J5189519	6610502994	88	3CET2V920J5190993	6610512075
89	3CET2V920J5191366	6610515141	90	3CET2V920K5194706	6610537660
91	3CET2V920K5194804	6610538074	92	3CET2V920L5198319	6610562292
93	3CET2V921J5188041	6610493888	94	3CET2V921J5189206	6610499016
95	3CET2V921J5189528	6610498997	96	3CET2V921J5190226	6610505572
97	3CET2V921J5190999	6610512090	98	3CET2V921L5200482	6610579365
99	3CET2V922H5184400	6610473648	100	3CET2V922H5185160	6610478677
101	3CET2V922J5186072	6610478671	102	3CET2V922J5188033	6610493882
103	3CET2V922J5189084	6610500545	104	3CET2V922J5189196	6610500570
105	3CET2V922J5189201	6610500567	106	3CET2V922J5190302	6610505649
107	3CET2V922J5190994	6610512078	108	3CET2V922J5191370	6610515098
109	3CET2V922K5194707	6610537657	110	3CET2V922K5194710	6610537317
111	3CET2V922K5196022	6610547655	112	3CET2V923J5186064	6610482896
113	3CET2V923J5186162	6610482857	114	3CET2V923J5189076	6610499045
115	3CET2V923J5189529	6610498991	116	3CET2V923K5194800	6610538077
117	3CET2V923K5195008	6610539816	118	3CET2V923L5200483	6610579368
119	3CET2V924H5184401	6610473660	120	3CET2V924H5185161	6610478668
121	3CET2V924J5186073	6610481789	122	3CET2V924J5187126	6610482917
123	3CET2V924J5189085	6610500554	124	3CET2V924J5190222	6610504763
125	3CET2V924J5190303	6610505564	126	3CET2V924K5192442	6610522617
127	3CET2V924K5192831	6610525126	128	3CET2V924K5194708	6610537314
129	3CET2V924K5195955	6610539471	130	3CET2V925J5189077	6610499628
131	3CET2V925J5189080	6610500579	132	3CET2V925J5189192	6610499010
133	3CET2V925J5190066	6610507336	134	3CET2V925J5190990	6610512069
135	3CET2V925J5191914	6610515004	136	3CET2V925K5192675	6610524403

Table 5. Eligible VINs and Serial Numbers (sorted ascending by VIN) (cont'd)

Row	VIN	Transmission Serial Number	Row	VIN	Transmission Serial Number
137	3CET2V925K5194703	6610537147	138	3CET2V925L5200484	6610579361
139	3CET2V926H5185159	6610478665	140	3CET2V926H5185162	6610478729
141	3CET2V926J5186074	6610481999	142	3CET2V926J5188035	6610493900
143	3CET2V926J5189525	6610503003	144	3CET2V926J5190223	6610504760
145	3CET2V926J5190996	6610512418	146	3CET2V926J5191369	6610517480
147	3CET2V926J5191372	6610517486	148	3CET2V926K5192832	6610525138
149	3CET2V926K5194564	6610536196	150	3CET2V926K5195018	6610539716
151	3CET2V926K5195956	6610539727	152	3CET2V927J5186066	6610482899
153	3CET2V927J5188030	6610493891	154	3CET2V927J5189078	6610499013
155	3CET2V927J5189081	6610500548	156	3CET2V927J5189520	6610503000
157	3CET2V927J5190070	6610505652	158	3CET2V927J5190991	6610512072
159	3CET2V927J5191364	6610517474	160	3CET2V927K5194704	6610537596
161	3CET2V927K5194797	6610538136	162	3CET2V927K5196453	6610548848
163	3CET2V927L5198320	6610562182	164	3CET2V928J5186075	6610478691
165	3CET2V928J5186271	6610482923	166	3CET2V928J5189204	6610499039
167	3CET2V928J5190224	6610505567	168	3CET2V928J5190997	6610512084
169	3CET2V928J5191373	6610517483	170	3CET2V928K5192296	6610522611
171	3CET2V928K5195019	6610539474	172	3CET2V929J5186067	6610482926
173	3CET2V929J5189079	6610499631	174	3CET2V929J5189521	6610503006
175	3CET2V929J5190071	6610507364	176	3CET2V929J5191365	6610517477
177	3CET2V929J5191916	6610512063	178	3CET2V929K5194705	6610537311
179	3CET2V929K5194803	6610538083	180	3CET2V929K5196017	6610539810
181	3CET2V929K5196454	6610548851	182	3CET2V929L5198321	6610549397
183	3CET2V929L5200486	6610579345	184	3CET2V92XJ5186076	6610478724
185	3CET2V92XJ5188037	6610493761	186	3CET2V92XJ5188040	6610493894
187	3CET2V92XJ5189205	6610499042	188	3CET2V92XJ5189527	6610498995
189	3CET2V92XJ5190225	6610505146	190	3CET2V92XK5192297	6610522490
191	3CET2V92XK5192302	6610522493	192	3CET2V92XL5200481	6610581893

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

SR21-81

SAFETY DEFECT / NONCOMPLIANCE NOTICE

**PREVOST SAFETY RECALL SR21-81 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 and replacement of the transmission C1 hub.

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 SR21-81 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 11 to 19 hours.

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