



**PREVOST**

**SAFETY  
RECALL**

**SR17-15**

DATE :	May 2017	SECTION :	18 BODY
SUBJECT:	FRONT SERVICE/ENTRANCE DOOR REFLECTORS		

**APPLICATION**

<b>NOTICE TO SERVICE CENTERS</b> <i>Verify vehicle eligibility by checking warranty bulletin status with <b>SAP</b> or via <b>ONLINE WARRANTY SYSTEM</b> available on Service / Warranty tab of PrevoSt website.</i>			
Model	VIN	 <small>VIN 4RKG33499H9737308 PREVOST CAR INC. 1111 CLARE DRIVE, COUGER, ONTARIO</small>	
X3-45 coaches Model Year: 2016 - 2017	4RKG33494G9737300	4RKG33492H9737328	4RKG33490H9737358
	4RKG33496G9737301	4RKG33494H9737329	4RKG33492H9737359
	4RKG33498G9737302	4RKG33490H9737330	4RKG33499H9737360
	4RKG3349XG9737303	4RKG33492H9737331	4RKG33490H9737361
	4RKG33491G9737304	4RKG33494H9737332	4RKG33492H9737362
	4RKG33493G9737305	4RKG33496H9737333	4RKG33494H9737363
	4RKG33495G9737306	4RKG33498H9737334	4RKG33496H9737364
	4RKG33497G9737307	4RKG3349XH9737335	4RKG33498H9737365
	4RKG33499G9737308	4RKG33491H9737336	4RKG3349XH9737366
	4RKG33490G9737309	4RKG33493H9737337	4RKG33491H9737367
	4RKG33495H9737310	4RKG33495H9737338	4RKG33493H9737368
	4RKG33499H9737312	4RKG33497H9737339	4RKG33495H9737369
	4RKG33490H9737313	4RKG33493H9737340	4RKG33491H9737370
	4RKG33492H9737314	4RKG33495H9737341	4RKG33493H9737371
	4RKG33494H9737315	4RKG33497H9737342	4RKG33495H9737372
	4RKG33496H9737316	4RKG33499H9737343	4RKG33497H9737373
	4RKG33498H9737317	4RKG33490H9737344	4RKG33499H9737374
	4RKG3349XH9737318	4RKG33492H9737345	4RKG33490H9737375
	4RKG33491H9737319	4RKG33494H9737346	4RKG33497H9737387
	4RKG33498H9737320	4RKG33496H9737347	4RKG33499H9737388
	4RKG3349XH9737321	4RKG33498H9737348	4RKG33490H9737389
	4RKG33491H9737322	4RKG3349XH9737349	4RKG33497H9737390
	4RKG33493H9737323	4RKG33496H9737350	4RKG33499H9737391
	4RKG33495H9737324	4RKG33498H9737351	4RKG33490H9737392
	4RKG33497H9737325	4RKG33495H9737355	4RKG33491H9737398
	4RKG33499H9737326	4RKG33497H9737356	
	4RKG33490H9737327	4RKG33499H9737357	

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.

## DESCRIPTION

On vehicles affected by this Safety Recall, two amber reflectors 930212 might not be installed, one on the front service door and one on the entrance door. If it is the case, order kit SR17-80 and follow the instructions below to install the reflectors to the correct position.

## MATERIAL

Order kit SR17-15 which contains the following parts:

Part No.	Description	Qty
930212	Reflector amber 1 1/8" x 4 3/8", Model B-40,M-40	2
500124	Tapping truss Philips screw Stainless Steel #8X1/2"	4

### NOTE

Material can be obtained through regular channels.

## PROCEDURE



### DANGER

Park vehicle safely, apply parking brake, stop 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.

### REFLECTOR INSTALLATION CHECKING

1. Check if all your vehicles (one or more) listed above have the reflector on the entrance door and on the front service door (Figure 1).
2. If the reflectors are already installed, bulletin is completed.  
If the reflectors are not installed, move to next step.

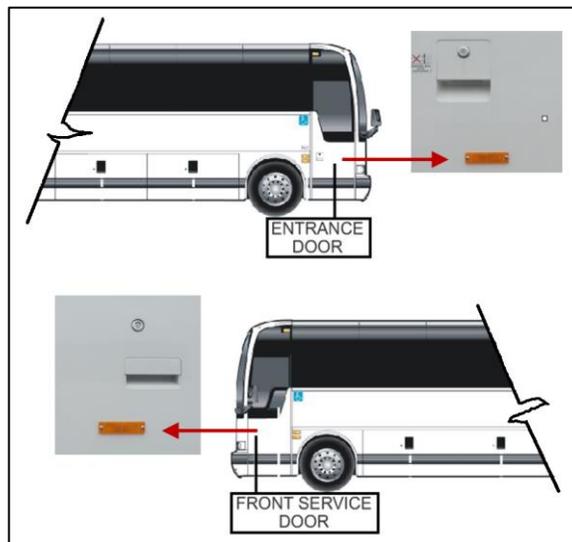


Figure 1

### NOTE

Protective backing paper on the reflector should not yet be removed; this step occurs later.

## MOUNTING HOLES DRILLING

3. In order to make a template, use a copier machine and make a copy of the reflector, yellow side down.
4. Compare the size of the picture on the copy with the reflector Figure 2. If the scale on the picture matches with the reflector, you can use the copy as template to position the mounting holes on the door panel.
5. Use adhesive tape to install the copy on one door panel. For positioning dimensions, see Figure 3 for entrance door and Figure 4 for front service door. Make sure the apparent holes are at the same height to make the reflector final position horizontally.
6. Use a center punch and make two marks throughout the template apparent holes.
7. Remove the copy and drill two holes with a drill bit #29 (0.136"). The mounting screws are only 1/2" long, therefore, drill only throughout the first panel sheet.
8. Repeat steps 5 to 7 for the other door.

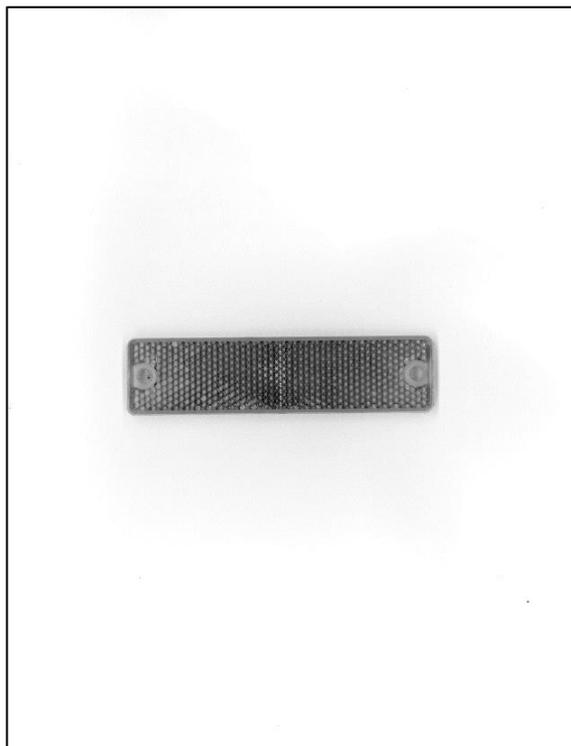


Figure 2

### NOTE

If you do not have a copier machine or the scale does not match, use the reflector as template to position the mounting holes.

### REFLECTOR ON THE ENTRANCE DOOR

9. Clean the surface with anti-silicone.
10. Remove the protective backing paper on the reflector.
11. Insert screws into the reflector holes and use it as guide to position the reflector #930212 on the entrance door panel as shown on Figure 3.
12. Tighten the screws by hand using a screwdriver until the head makes contact with the reflector surface.

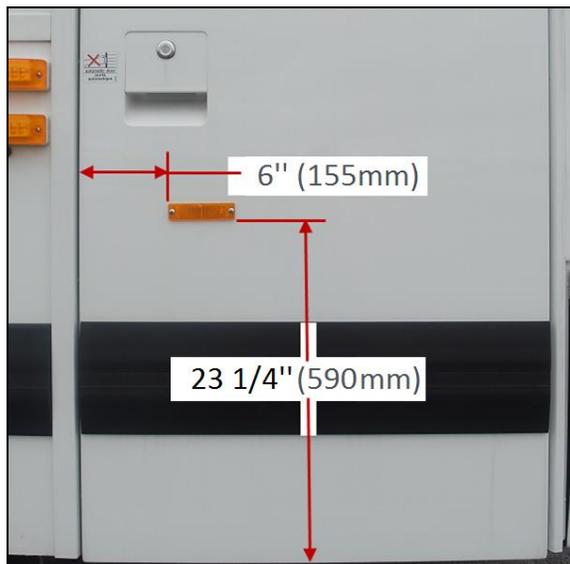


Figure 3

### REFLECTOR ON THE FRONT SERVICE DOOR

13. Clean the surface with anti-silicone.
14. Remove the protective backing paper on the reflector.
15. Insert screws into the reflector holes and use it as guide to position the reflector #930212 on the entrance door panel as shown on Figure 4.
16. Tighten the screws by hand using a screwdriver until the head makes contact to the reflector surface
17. Bulletin is completed.

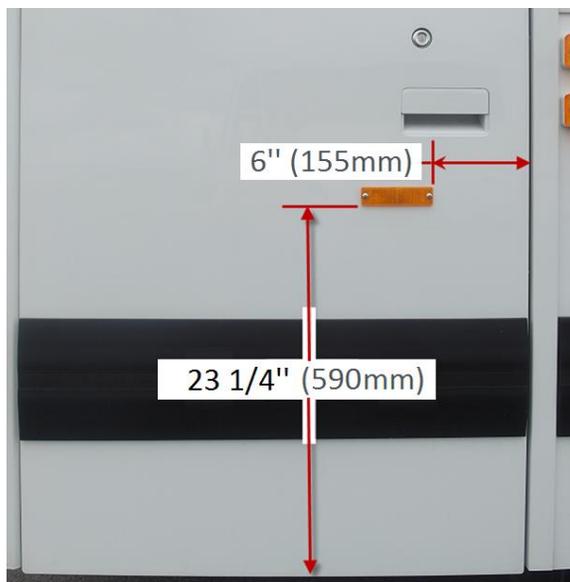


Figure 4

## WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you the parts and half an hour (0.5h) of labor upon receipt of a completed A.F.A. Please submit claim via our Online Warranty System, available at [www.prevostcar.com](http://www.prevostcar.com) (under service \ warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall SR17-15".

Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Form" available on Prevost website on <https://www.prevostcar.com/parts-and-services/warranty> and return it to our warranty department by Email at [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com) or by fax at 418-831-9301.

## OTHER

VBC Bulletin	N/A
Fail Code	18.02
Defect Code	9
Syst.Cond	R
Causal Part	930212

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](mailto:technicalpublications_prev@volvo.com) and type "ADD" in the subject to receive our warranty bulletins by e-mail.

