



**PREVOST**

# SAFETY RECALL

## SR22-310

|          |                                   |           |            |
|----------|-----------------------------------|-----------|------------|
| DATE :   | August 2022                       | SECTION : | 18 CHASSIS |
| SUBJECT: | USSC REAR BENCH SEAT BOLT MISSING |           |            |

First Release

08-30-2022

### APPLICATION

**NOTICE TO SERVICE CENTERS**

*Verify vehicle eligibility by checking warranty bulletin status with **SAP** or via **ONLINE WARRANTY SYSTEM** available on Service / Warranty tab of PrevoSt website.*

| Model                               | VIN                                                                                |
|-------------------------------------|------------------------------------------------------------------------------------|
|                                     |  |
| X3-45 Commuter.<br>Model Year: 2021 | From 4RKJ33494 <u>M9737797</u> up to 4RKJ33497 <u>M9737826</u> incl.               |

**0**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 recall, one bolt that secures the rear bench seat frame to the vehicle's body was not installed during the manufacturing process because a hole required for the installation of the bolt was missing on the lower back panel.

Therefore, all affected vehicles must have this hole drilled and the required bolt installed following the procedure below.

### MATERIAL

Order **KIT SR22310** which contains the following parts:

| Part No. | Description                              | Item                                                                                  | Qty |
|----------|------------------------------------------|---------------------------------------------------------------------------------------|-----|
| 5002067  | SCR CAP HEX G500 7/16-20X2.25 G8 PT      |  | 1   |
| 500487   | WSH LO SPT N500 .443X.779X.109(M10,7/16) |  | 1   |
| 500897   | WSH FL N500 .438X1X.083 (7/16)           |  | 1   |

### NOTE

*Material can be obtained through regular channels.*

Tools required:

| Tool                                                                               | Description                    | Qty     |
|------------------------------------------------------------------------------------|--------------------------------|---------|
|   | (SAE) Wrench & Socket Set      | 1       |
|   | Cordless Drill                 | 1       |
|   | 1/2 Drill Bit                  | 1       |
|   | Drill Bit Stopper (optional)   | 1       |
|   | Torque Wrench (SAE)            | 1       |
|  | Torque Seal indicator (yellow) | As req. |

## 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. 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.

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.

1. Remove the seat base from the 2<sup>nd</sup> curb side rear bench seat (red circle Figure1).

- Unscrew the two screws retaining the seat base to the frame (arrows Figure1).
- Lift to remove the base and expose the frame structure.

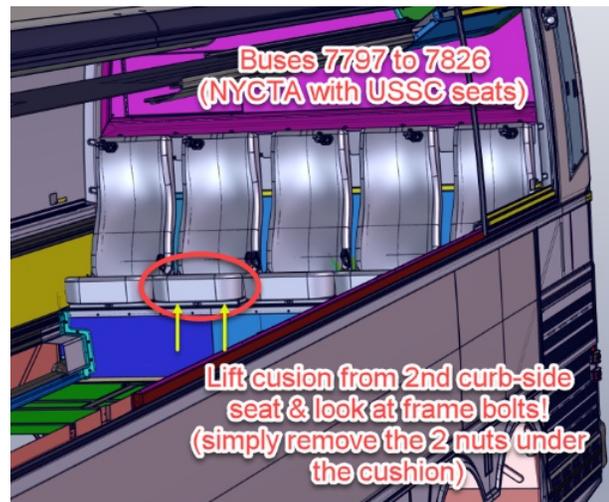


Figure1

2. Locate the slot with a missing bolt in the rear seat base structure (red circle in Figure2).

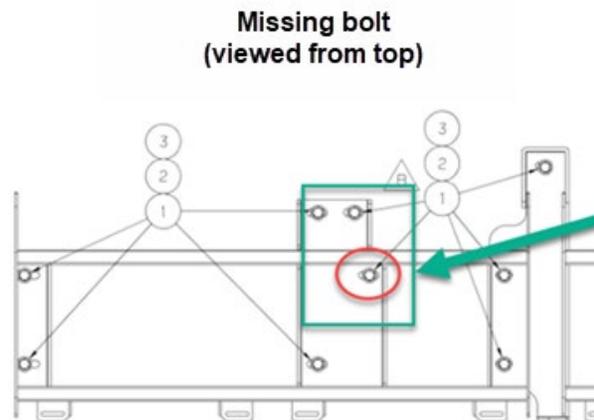


Figure2

3. Drill the missing 1/2in hole in the plywood base using the slot as a guide (Figure3).

- Using a cordless drill (or equivalent) and a 1/2 in drill bit, drill through the carpet and the plywood inside the slot to expose the welded nut behind it.

**NOTE**

*The use of a drill stopper installed at 3/4 in from the drill tip is recommended.*

**IMPORTANT:** Compare with the two top bolts and drill the hole at the same position (left, center or right) in the slot (right position is shown in Figure3).

- Remove wood chips and frayed carpet from the hole as necessary.



Figure3

4. Install the missing bolt and hardware (Figure4).

- Install the supplied **5002067** Bolt, the **500487** lock washer and the **500897** flat washer.
- Torque the bolt to **27 lb-ft.**
- Add a strip of yellow Torque Seal indicator to the bolt head.
- Reinstall the seat base (Torque to **27 lb-ft**) to complete the procedure.

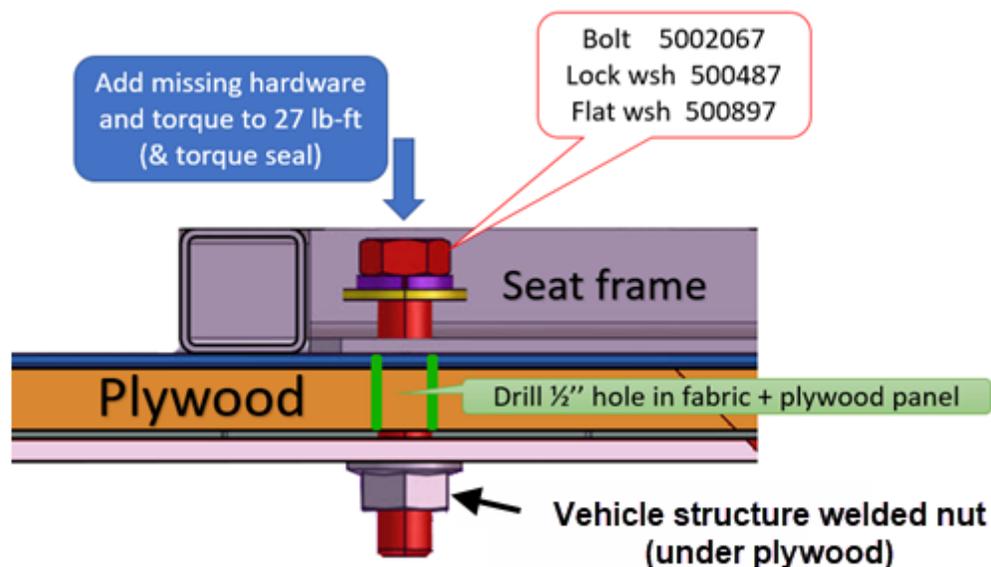


Figure4

## WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you the parts and 1/2 hour (0.5) 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 SR22-310".

Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Sheet" provided with this bulletin 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    | 18.03-2 |
| Defect Code  | 09      |
| Syst.Cond    | R       |
| Causal Part  | 5002067 |

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.





**Safety Recall  
Certification Sheet  
(Ref: SR22-310)**

**VEHICLE SERIAL NUMBER:**

|   |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|---|---|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| 4 | R | K |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|---|---|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

| PERFORMED BY                                                                                                 |       | OWNER/OPERATOR |       |
|--------------------------------------------------------------------------------------------------------------|-------|----------------|-------|
| We hereby certify that Safety Recall Instructions with regard to Safety Recall SR22-310 have been performed. |       |                |       |
| Name: _____                                                                                                  |       | Name: _____    |       |
| Addr: _____                                                                                                  |       | Addr: _____    |       |
|                                                                                                              |       |                |       |
|                                                                                                              |       |                |       |
| Phone: _____                                                                                                 |       | Phone: _____   |       |
| Fax: _____                                                                                                   |       | Fax: _____     |       |
| Signature :                                                                                                  | _____ | Signature :    | _____ |
| Date:                                                                                                        | _____ | Date:          | _____ |

**If the information mentioned above is incorrect or you are not the owner of this vehicle anymore, please fill this section and return to sender.**

**NEW OWNER:** \_\_\_\_\_

**BUSINESS:** \_\_\_\_\_

**ADDRESS (including County):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **FAX:** \_\_\_\_\_

**Please return this completed document with your A.F.A. form**