




**SAFETY
RECALL**

SR17-11A

DATE :	June 2017	SECTION :	23 ACCESSORIES
SUBJECT:	TRAILER HITCH RECEIVER HARDWARE REPLACEMENT		

REVISION A: THIS SAFETY RECALL SUPERSEDES PREVIOUS VERSION.
 2017-06-22 MATERIAL: Washer is 500011, was 500211. Kit was SR17-11, is SR17-11A

APPLICATION

NOTICE TO SERVICE CENTERS	
<i>Verify vehicle eligibility by checking warranty bulletin status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of PrevoSt website.</i>	
Model	VIN 
H3-45 coaches Model Year: 2015 - 2016	The following single vehicles : 2PCH33497 <u>FC712902</u> , 2PCH33492 <u>GC713070</u>
H3-45 VIP motorhomes Model Year: 2014 - 2017	From 2PCVS3493 <u>EC712626</u> up to 2PCV33490 <u>HC713699</u> incl.
X3-45 VIP motorhomes Model Year: 2014 – 2017	From 2PCBS3490 <u>EC735607</u> up to 2PCBS3498 <u>HC736153</u> incl.
X3-45 VIP commercial use Model Year: 2014 - 2017	From 2PCCS3499 <u>EC735660</u> up to 2PCCS3496 <u>HC736169</u> incl.
<p>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.</p>	

DESCRIPTION

On the vehicles affected by this safety recall, the trailer hitch receivers were assembled using locknuts containing a nylon insert. This style of locknut does not offer adequate prevailing torque for this particular application and may loosen over time under certain loading conditions.

Replace the complete hardware on the trailer hitch receiver by a Stover nut arrangement.

MATERIAL

Order kit SR17-11A which includes the following parts:

Part No.	Description	Qty
5001885	SCREW CAP HEX M12-1.75X40 G10.9 N500	4
500011	WSH FL HARDENED N500 13X24X3 (M12,1/2)	8
500811	NUT HEX STOVER N500 M12-1.75 G10	4

Other parts that may be required:

Part No.	Description	Qty
685353	TORQUE SEAL, YELLOW, 0.5 Oz.	1 TUBE

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.

1. Locate the trailer hitch at the rear of vehicle.

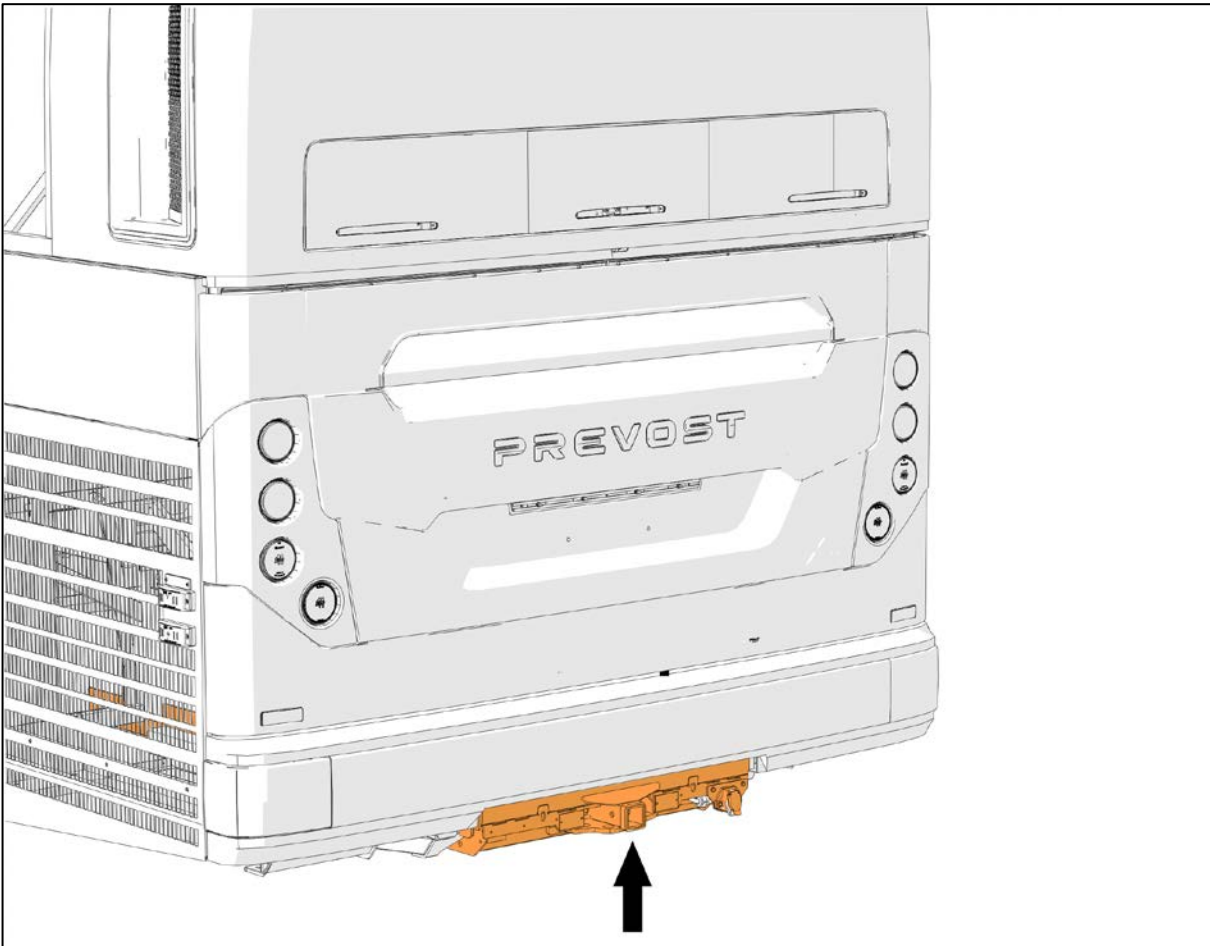


Figure 1: Overview (X3-45 VIP shown)

2. Locate the mounting bolts (4) at each end of the receiver cross beam.
3. To access the hitch receiver beam bolts, remove any lights, body panels, rock/mud flaps, connectors, hands, that may prevent the removal of the hardware.

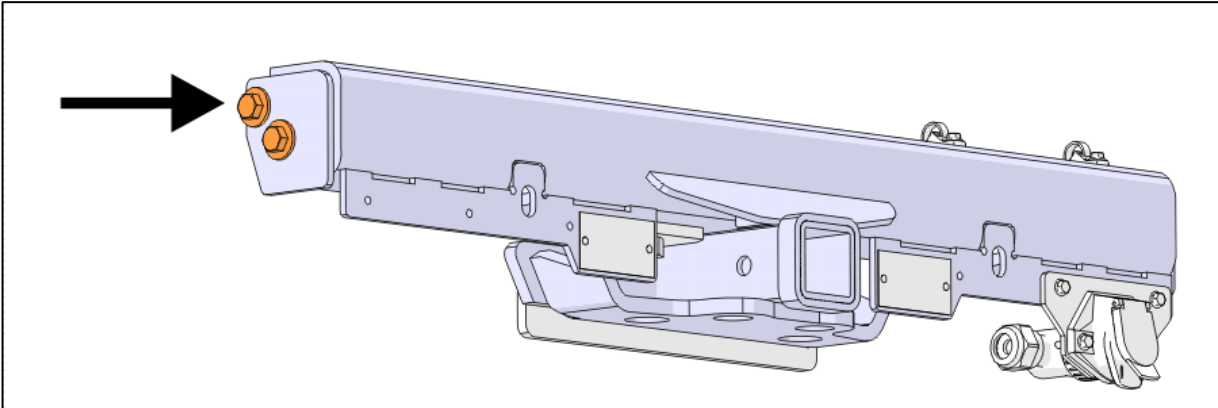


Figure 2 : Receiver Mounting Bolts.

4. One at a time, remove nuts, bolts and washers holding the receiver. (Figure 3)
5. Discard removed hardware.

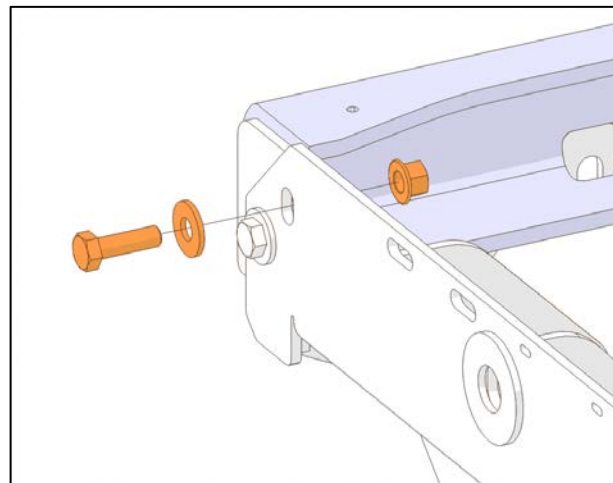


Figure 3: Hardware Removal

6. Replace by new hardware.
Tighten to **82 lb-ft**.

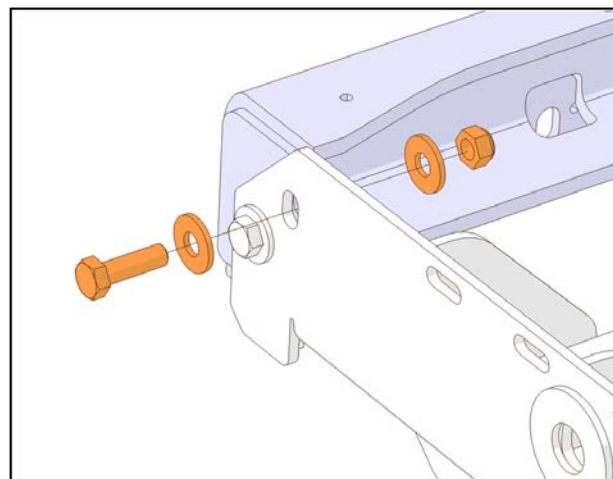


Figure 4 : New hardware

7. Apply torque seal mark across bolt head, washer and frame.

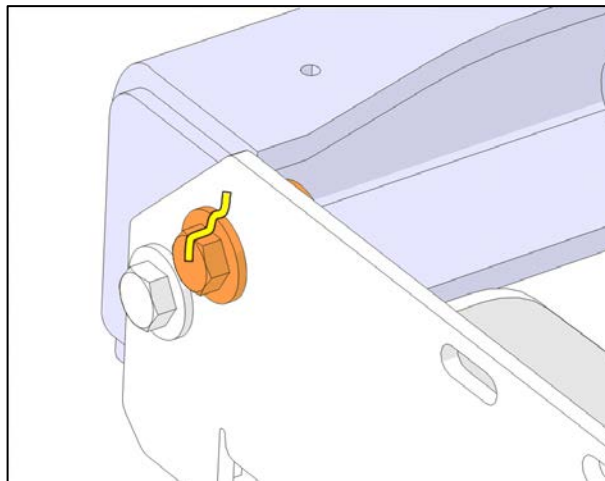


Figure 5: "Torque Seal" Anti-Tamper Marking

8. Reinstall any accessories removed earlier.

PARTS DISPOSITION

DO NOT RETURN THE REPLACED PARTS. Discard waste according to applicable environmental regulations (Municipal/State[Prov.]/ Federal)

WARRANTY

This modification is covered by Prevo's normal warranty. We will reimburse you the parts and 45 minutes (45 min.) of labor upon receipt of completed A.F.A. Please submit claim via our Online Warranty System, available at www.prevo.com (under service \ warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall SR17-11".

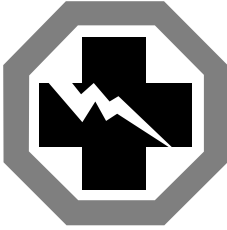
Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Sheet" provided with this bulletin and return it to our warranty department by Email at prevo.onlinewarranty@volvo.com or by fax at 418-831-9301.

OTHER

VBC Bulletin	N/A
Fail Code	23.16
Defect Code	09
Syst.Cond	R
Causal Part	411289

Access all our Service Bulletins on <http://techpub.prevo.com/en/> or scan the QR-Code with your smart phone. E-mail us at technicalpublications_prev@volvo.com and type "ADD" in the subject to receive our warranty bulletins by e-mail.





**Safety Recall
Certification Sheet
(Ref: SR17-11)**

VEHICLE SERIAL NUMBER:

2	P	C																	
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PERFORMED BY		OWNER/OPERATOR	
We hereby certify that Safety Recall Instructions with regard to Safety Recall SR17-11 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