

# SAFETY RECALL

# SR23-85

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02.2024      NA                1(7)

First Release

02-01-2024

EMERGENCY EXITS DECALS  
9700 (B13R)

## MODEL YEAR(S) AND VEHICLE SERIAL NUMBERS (VIN) INVOLVED

NOTICE TO SERVICE CENTERS	
Verify vehicle eligibility by checking recall status with <b>SAP</b> or via <b>ONLINE WARRANTY SYSTEM</b> available on Service / Warranty tab of Prevost website.	
Model	VIN
Volvo 9700 us/can Model Year : 2023	3CET2W420P5212366, 3CET2W422P5212367, 3CET2W429P5212365, 3CET2W420P5212545, 3CET2W423P5212541, 3CET2W425P5212542, 3CET2W429P5212544, 3CET2W422P5212546 3CET2W422P5213020, 3CET2W427P5212543 3CET2W424P5213021, 3CET2W426P5213019, 3CET2W426P5213022, 3CET2W429P5213029, 3CET2W427P5213031, 3CET2W429P5213127 3CET2W421P5213025, 3CET2W42XP5213024 3CET2W427P5213028
This 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 the vehicles affected by this recall, certain emergency window exit identification and operating instructions labels could be absent.

## MATERIAL

Order **Kit SR23-85** which contains the following decals:

Part No.	Description	Qty
22270580	EMERGENCY WINDOW DECAL (EXIT DIRECTION)	6
24420476	EMERGENCY WINDOWS DECAL ENG/SPA	16

## 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. In the battery box, set the battery cut-off switch to the OFF position prior to working on the vehicle.

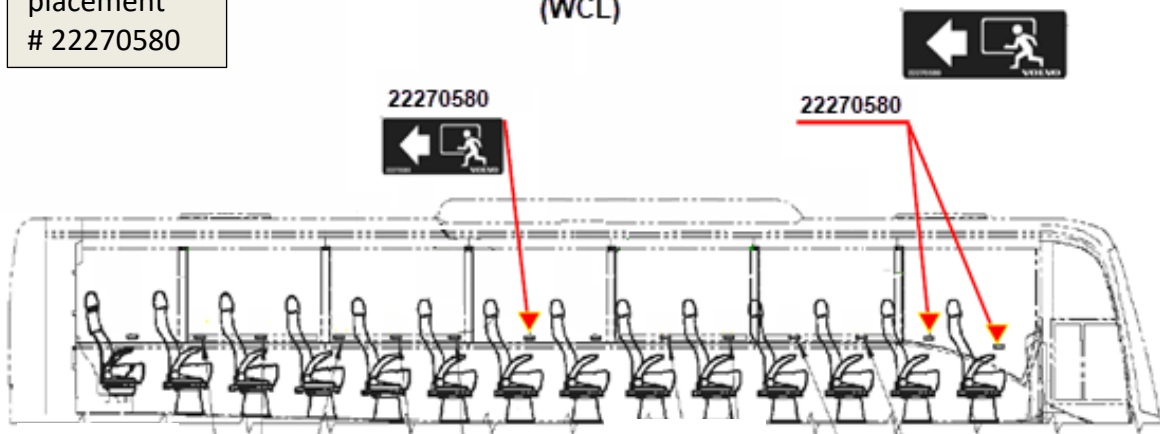
Lockout & Tag out (LOTO) must be performed during set-up, maintenance or repair activities. Refer to your local procedure for detailed information regarding the control of hazardous energy.

## Emergency Exit Decals 22270580

1. Clean the area where the decals are going to be installed using an appropriate product (alcohol or residue free cleaner).

**Note:** Decals placement # 22270580

### LEFT SIDE INTERIOR WITHOUT WHEELCHAIR LIFT (WCL)



### RIGHT SIDE INTERIOR WITHOUT WHEELCHAIR LIFT (WCL)

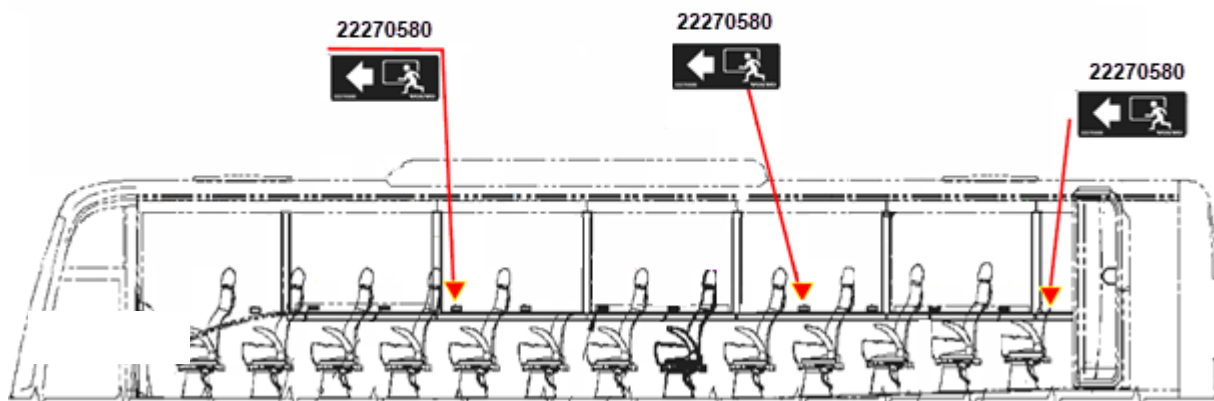
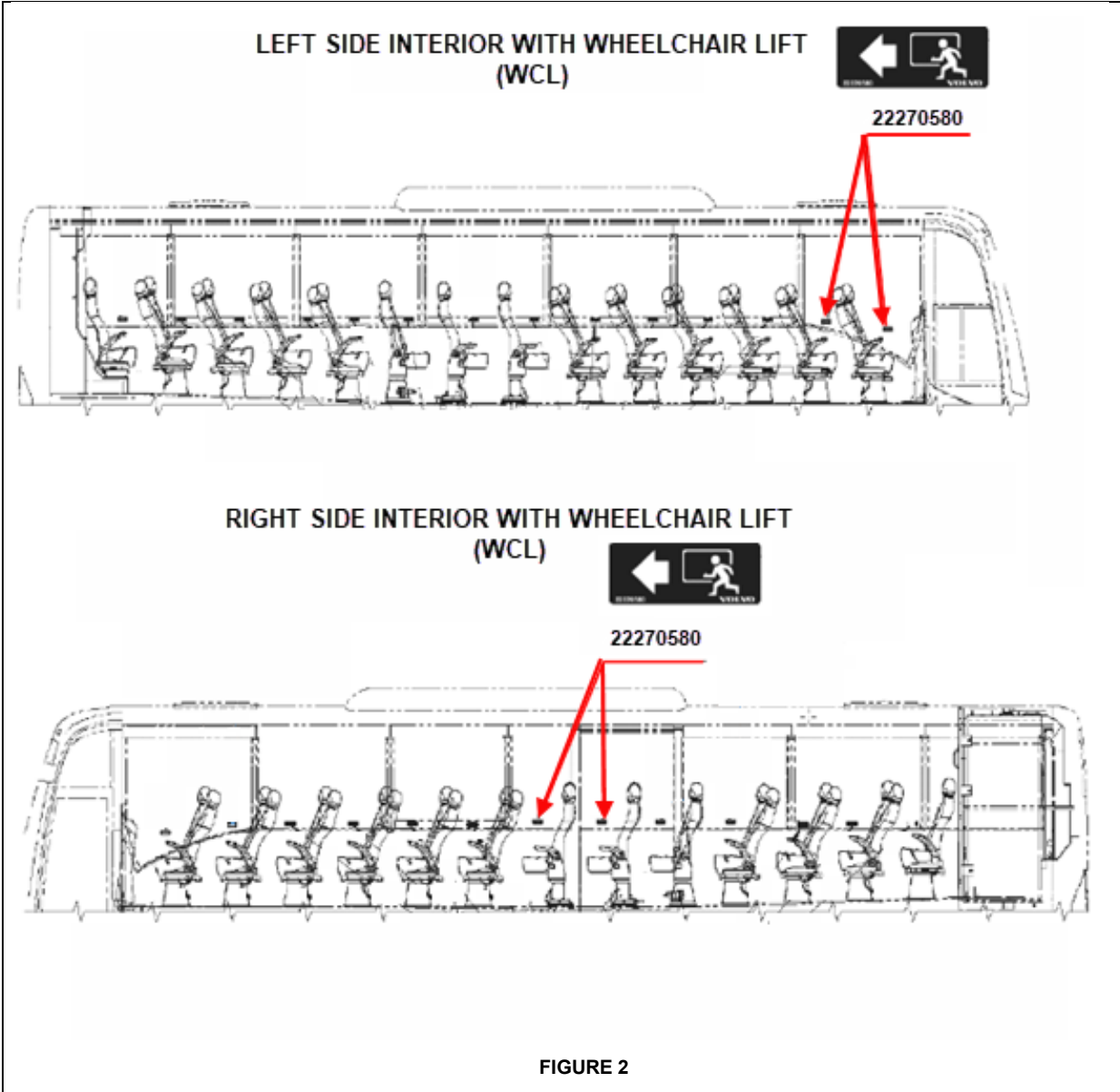


FIGURE 1



## Emergency Exit Decals 22270580 Position

2. Install the decal on the first seats row according to the illustration.

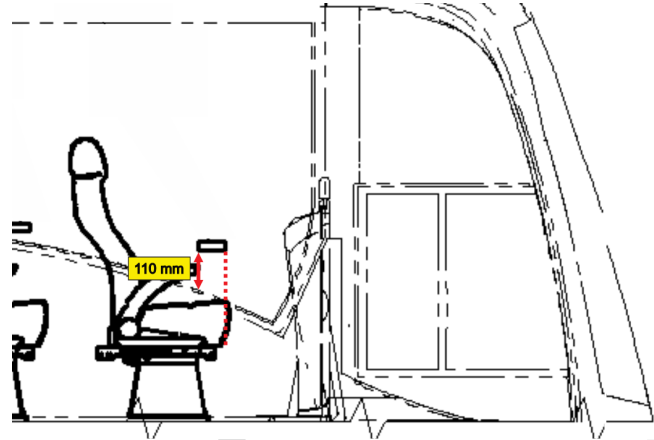


FIGURE 3

3. Install the decal on the first seats row according to the illustration.

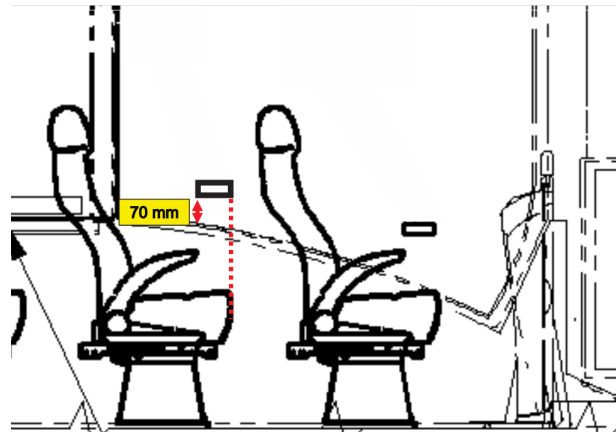


FIGURE 4

4. Install the decals between seats using as reference the seat edge and the cover as shown.

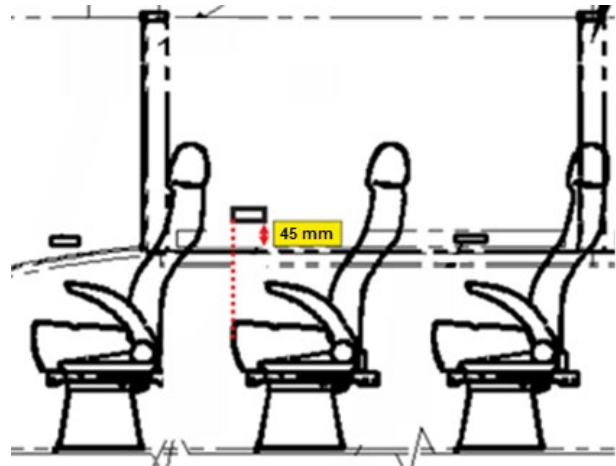


FIGURE 5

5. Install the decals between seats using as reference the seat edge and the cover as shown.

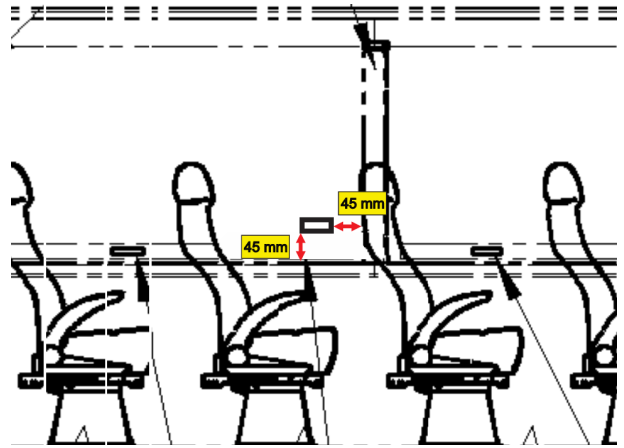


FIGURE 6

## Emergency Windows Decal ENG/SPA 22420476

1. Clean the emergency window mechanism surfaces where the decals are going to be installed using an appropriate product (alcohol or residue free cleaner).
2. Position two Emergency Window Decals ENG/SPA on each emergency window mechanism as in the image.

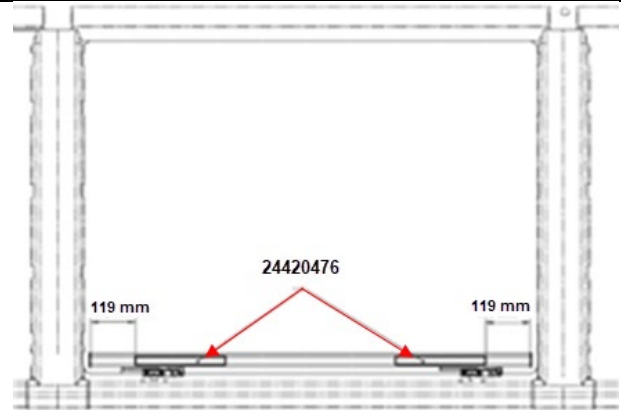


FIGURE 7

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## 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 SR23-85".

## OTHER

VBC Bulletin	C0831
Fail Code	18.12
Defect Code	09
Syst.Cond.	R
Causal Part	22270580

Access all our Service Bulletins on <http://prevostparts.volvo.com/technicalpublications/en/publications.asp> 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.



Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Volvo Bus, however, is not committed to, or liable for updating existing products.