**Procedure to obtain a Release / Clearance Letter**

Dear Prevost Customer,

We are pleased to inform you of our step-by-step procedure to obtain a Release/Clearance Letter.

1. Communicate with our warranty department at 866-870-2046 or 418-831-2046 or [prevost.warranty@volvo.com](mailto:prevost.warranty@volvo.com) to verify if all safety recalls have been performed on a specific vehicle. If there is no outstanding safety recall, a release/clearance letter may be issued and sent to you via E-mail.
2. If there is an outstanding safety recall on the vehicle, the warranty department will inform you and will send you all the required information for you to be able to perform the repair on your vehicle.
3. \*\*\* You must order the required parts through Prevost Parts on your part’s account.
4. \*\*\* Perform the repair on your vehicle.
5. \*\*\* Fill in the Safety Recall Certification Form.
6. \*\*\* Send the Safety Recall Certification Form to our warranty department.
7. Communicate with our warranty department and ask to get a Release/Clearance Letter.
8. \*\*\* (Optional) You may submit a warranty claim Online and send us the completed Certification form if you wish to be reimbursed for the safety recall related parts & labor.

\*\*\*These steps are not required if the repair is performed in a Prevost Branch.

Should you have any additional questions, feel free to contact our warranty department at

418-831-2046 or toll free 1-866-870-2046 or email us at [prevost.warranty@volvo.com](mailto:prevost.warranty@volvo.com)

Best Regards,

Prevost Warranty Department