

## 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 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 either by fax or by 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 fill in a warranty claim form (AFA) if you wish to be reimbursed for the safety recall related parts & labor. The AFA along with the Safety Recall Certification Form must be mailed to:

Prevost Warranty Department  
850 Chemin Olivier, St-Nicolas  
QC, Canada, G7A 2N1

\*\*\*This step is 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.

Best Regards,

Prevost Warranty Department