



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

May 9, 2013

Mr. Timothy LaFon  
Volvo Bus Corporation  
Director, Regulatory Affairs  
7900 National Service Road  
Greensboro, NC 27409

NVS-215KS  
13V-171

**Subject:** Throttle Limp-Mode Software Fault

Dear Mr. LaFon:

This letter serves to acknowledge Volvo Bus Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
VOLVO BUS/9700/2009-2013

**Mfr's Report Date:** May 1, 2013

**NHTSA Campaign Number:** 13V-171

**Components:**  
ELECTRICAL SYSTEM: SOFTWARE

**Potential Number of Units Affected:** 285

**Problem Description:**

Volvo Bus Corporation is recalling certain model year 2009-2013 9700 coaches manufactured from August 28, 2008, through April 19, 2013. Certain conditions may cause the affected coaches to go into a software controlled mode that would result in the throttle signal being fixed at 1750rpms regardless of throttle pedal input from the driver.

**Consequence:**

The driver may lose the ability to control the bus's speed, increasing the risk of a crash.

**Remedy:**

Volvo Bus will notify owners and dealers will remedy the software calibrations in the affected coaches, free of charge. The recall is expected to begin by July 1, 2013. Owners may contact Volvo Bus at 1-336-393-2000. Volvo Bus's recall campaign number is SR13-80.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being more prominent.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement