

February 28, 2014

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National Highway Traffic Safety Administration (NSA-10)  
1200 New Jersey Avenue, S.E.  
Washington, D.C, 20950  
Submitted via Email to [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov)

Subject: Volvo Bus Recall SR14\_82, Sliding Seat Lock Down Handles  
Certain 9700 Volvo Buses  
**Safety-Related Defect Report**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and 49 CFR Part 573 as it relates to a safety-related defect.

I am sending this to you on the behalf of Volvo Bus Corporation who has decided to conduct a voluntary safety recall on certain Volvo 9700 motor coaches imported by Volvo Industrial de Mexico as explained in the pages that follow.

Volvo has received no reports of personal injury or vehicle crash as a result of this condition. Therefore, Volvo considers this as a proactive measure to protect the public and Volvo's customers from risk of personal injury and/or vehicle crash.

Please feel free to call me if you have any questions regarding this information.

Best regards,



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**Recall Campaign Number** SR14-82

**Subject:** Sliding Seat Locking Mechanism

**Manufacturer:** Volvo Bus Corporation (“Volvo”)

**Recall Population:**

Certain 2009 through 2014 Volvo 9700 model coaches with a wheel chair lift.

Number of vehicles affected by the recall that were imported into the United States is one hundred twenty one (121).

The recall population was determined using information provided by Volvo Industrial de Mexico.

The percentage of the vehicles estimated to contain the defect is one hundred percent.

**Description of the Defect**

On coaches equipped with a wheel chair lift, there are certain seats that can be unlocked and then moved along a track mounted to the floor to make room for wheel chair passengers. Volvo has become aware that the handle(s) that locks the seats can be damaged if a person tries to force the seat to lock in certain positions along the track. If damage occurs to the handle, the seat may fail to lock in place and allow the seat to move forward or backwards along the track, which may result in personal injury to the passenger in the seat.

**Chronology in determining the Defect**

- 11/7/13 Potential issue reported to Volvo Group Regulatory Affairs department. Investigation opened to collect facts
- 2/12/14 Investigation results presented to Volvo Group Regulatory Affairs for review and recommendation
- 2/20/14 Information presented to Volvo’s Product Safety Committee. Volvo determines that a safety-related defect exists
- 2/27/14 Volvo notifies the National Highway Traffic Safety Administration of the safety-related defect
- 2/28/14 Volvo submits revised defect report with recall number (SR14-82).

*To date, Volvo has received customer complaints of damage to the handle on ten vehicles. There have been no reports of personal injury.*

**Description of the Remedy**

The repair will involve putting plates along the rail to show the correct locking positions. An addendum to the operator's manual will be provided with enhanced images and text to show how and where to lock the seats in place. As well, an instructional sticker will be added to the back of the seat located directly in front of each sliding seat. The sticker will show how and where to properly lock the sliding seats in place.

Reimbursement for cost incurred by the owner for "prenotification remedies" will be addressed on a case-by-case basis according to the Volvo Trucks "General Plan for Reimbursement of Pre-notification Remedies" which was published October 28, 2013.

**Recall Schedule & Communications**

Volvo Bus Corporation will initiate a voluntary owner notification, and recall all affected vehicles.

Owner notification will occur within 60 days of this notice. An advanced copy of the owner notification letter will be submitted for review and approval prior to release.