



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 2, 2016

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

NEF-150KS  
16V-836

**Subject:** Power Feed Relay may Fail and cause Engine Stall

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/9700/2008-2017

**Mfr's Report Date:** November 16, 2016

**NHTSA Campaign Number:** 16V-836

**Components:**

ELECTRICAL SYSTEM:FUSES AND CIRCUIT BREAKERS  
ENGINE AND ENGINE COOLING:ENGINE:DIESEL  
POWER TRAIN:AUTOMATIC TRANSMISSION

**Potential Number of Units Affected:** 657

**Problem Description:**

Volvo Bus Corporation (Volvo) is recalling certain model year 2008-2017 9700 buses manufactured January 7, 2008, to August 25, 2016. The affected vehicles are equipped with a power feed relay for the engine and transmission which may be undersized for the application, causing the relay to fail and the engine to stall.

**Consequence:**

An unexpected engine shutdown increases the risk of a crash.

**Remedy:**

Volvo will notify owners, and dealers will replace the existing relay with a larger, more robust, relay, free of charge. The recall is expected to begin January 16, 2017. Owners may contact Volvo customer service at 1-877-773-8678. Volvo's number for this recall is SR16-86.

**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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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,



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