

# Part 573 Safety Recall Report

# 16V-836

**Manufacturer Name :** Volvo Bus Corporation

**Submission Date :** NOV 16, 2016

**NHTSA Recall No. :** 16V-836

**Manufacturer Recall No. :** SR16-86



## Manufacturer Information :

**Manufacturer Name :** Volvo Bus Corporation

**Address :** SE-405-08

GOTHENBURG, SWEDEN 00 000000

**Company phone :** 999

## Population :

**Number of potentially involved :** 657

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2008-2017 Volvo 9700

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** Certain 2008 through 2017 Volvo 9700 Buses imported into the United States.

**Production Dates :** JAN 07, 2008 - AUG 25, 2016

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** The relay used for the power feed to the engine and transmission is undersized for the application.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the relay fails, the engine can shutdown and result in a disable bus, which can present risks to the occupants of the bus and other road users. Volvo Bus has not received any reports of accidents and is performing a voluntary recall as proactive measure to protect our customers, their passengers, and those that they share the road with.

**Description of the Cause :** The relay is undersized.

**Identification of Any Warning that can Occur :** There are no warnings.

## Supplier Identification :

### Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

8/18/2016 Volvo Bus ("Volvo") receives report of potential safety-related issue.  
8/19/2016 Investigation opened  
8/25/2016 Delivery Stop issued at Volvo's manufacturing facility  
8/29/2016 Received information on potential customer effect  
9/14/2016 Information presented to North America Product Safety Working Group/ Volvo Group North America Regulatory Affairs  
9/27/2016 Information shared with Product Safety Committee  
11/10/2016 Additional PSC mtg, Volvo determines a safety related defect and decides to issue a voluntary safety recall.  
11/16/2016 Defect report submitted to NHTSA

## Description of Remedy :

Description of Remedy Program : For production, Volvo is separating the engine and transmission power feeds on two separate circuits to reduce the load on the relay.

For vehicles in service, the relay will be changed to a larger more robust relay.

Pre -notification repairs will be managed according to Volvo's Reimbursement plan that is on file with NHTSA.

How Remedy Component Differs from Recalled Component : Relay will handle expected loading.

Identify How/When Recall Condition was Corrected in Production : A stop delivery was issued on August 25, 2016. The product repair involves separating the engine and transmission power feeds through two separate relays.

**Recall Schedule :**

Description of Recall Schedule : The recall will be released on or before January 16, 2017. An advance copy of the owner letter will be released for NHTSA's review prior to release.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : JAN 16, 2017 - JAN 16, 2017

\* NR - Not Reported