



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 14, 2020

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

NEF-150MR  
20V-597

**Subject:** Engine can be Started while being Worked On

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/9700/2020

**Mfr's Report Date:** September 29, 2020

**NHTSA Campaign Number:** 20V-597

**Components:**

ELECTRICAL SYSTEM:IGNITION:SWITCH  
ENGINE

**Potential Number of Units Affected:** 10

**Problem Description:**

Volvo Bus Corporation (Volvo Bus) is recalling certain 2020 9700 buses. The driver may be able to start the bus even if the starter disabling switch in the engine compartment has been flipped, such as during servicing.

**Consequence:**

An engine that can be started while being worked on increases the risk of injury to the service technician.

**Remedy:**

Volvo Bus will notify owners, and will provide a service document describing how to connect and upload the new engine software, free of charge. The recall is expected to begin October 30, 2020. Owners may contact Volvo Bus customer service at 1-800-463-7738. Volvo Bus's number for this recall is SR20-87.

**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 Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement