

Part 573 Safety Recall Report

20V-803

Manufacturer Name : Volvo Bus Corporation

Submission Date : JAN 27, 2023

NHTSA Recall No. : 20V-803

Manufacturer Recall No. : SR21-81; SR21-80



Manufacturer Information :

Manufacturer Name : Volvo Bus Corporation

Address : SE-405-08

GOTHENBURG, SWEDEN 00 000000

Company phone : 999

Population :

Number of potentially involved : 553

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2015-2020 Volvo 9700

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Volvo 9700 bus with Allison B500 transmission.

Production Dates : JAN 05, 2015 - DEC 17, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Under certain conditions, the transmission C1 hub may fail which may lead to a disable vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Disable vehicle may lead to passengers transfer on the side of the road which may increase the risk of a passenger death or injury. Volvo Buses has not received report of death or injury associated with this defect. Therefore we consider this as a proactive measure to protect the public from the potential risk associated with this defect.

Description of the Cause : A combination of Volvo 9700 vehicle/engine configuration together with the TCM software calibration.

Identification of Any Warning that can Occur : When the C1 hub fails, there is an indication on the shift pad selector display.

Involved Components :

Component Name 1 : Control unit

Component Description : Transmission control unit

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

2019-07-28: First field report received on this subject.

2019-11: Five additional field reports received on this subject.

2019-11: Allison Service team informed by Prevost Service team.

2020-03-17: NHTSA requested the attachments of some field reports including the above.

2020-04-21: Conference call with NHTSA about this subject.

2020-04: Discussions with Allison Quality & Functional Safety team.

2020-06-29: Volvo Group North America Product Safety Working Group informed of the potential safety related issue. Investigation opened.

2020-06: Volvo 9700 twice failed vehicle sent to Allison headquarters for instrumentation and testing.

2020-10: Prevost H3-45 vehicle with a substantially similar engine and transmission sent to Allison headquarters for benchmark instrumentation and testing.

2020-11: Volvo 9700 non-failed vehicle sent to Allison headquarters for instrumentation and testing.

2020-12-17: Volvo Bus Corporation Product Safety Committee determines safety-related defect exists.

2020-12-20: Prevost informs NHTSA that a voluntary recall will be released to address the safety-related defect.

Description of Remedy :

Description of Remedy Program : Prevost will contact the owners of the affected vehicles. The vehicles will have the Transmission Control Module(TCM) calibration software updated.

How Remedy Component Differs from Recalled Component : Transmission Control Module(TCM) calibration software version.

Identify How/When Recall Condition was Corrected in Production : All vehicles that will be delivered from 2020-12-17 will have the new Transmission Control Module(TCM) calibration software version.

Recall Schedule :

Description of Recall Schedule : Prevost does not have a dealer network.
Planned Dealer Notification Date : FEB 12, 2021 - FEB 12, 2021
Planned Owner Notification Date : FEB 12, 2021 - FEB 12, 2021

* NR - Not Reported