

Part 573 Safety Recall Report

21V-717

Manufacturer Name : Volvo Bus Corporation

Submission Date : MAY 02, 2022

NHTSA Recall No. : 21V-717

Manufacturer Recall No. : tbd



Manufacturer Information :

Manufacturer Name : Volvo Bus Corporation

Address : SE-405-08

GOTHENBURG, SWEDEN 00 000000

Company phone : 999

Population :

Number of potentially involved : 860

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2008-2021 Volvo 9700

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The number of vehicles in question is 860 in total. The percentage non-compliant is 100% . The number of vehicles and percentage is an estimate based on available information at this time. This will be revisited, and information adjusted accordingly if needed.

Production Dates : AUG 27, 2008 - SEP 13, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : The photometric output of certain low and high beam headlamp test points may not meet the minimum candela or may exceed the maximum candela required by FMVSS108.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

Description of the Safety Risk : As a result, the vehicle headlamps may result in glare or not produce enough light, which under certain conditions may contribute to a vehicle crash. Volvo Bus has not received reports of vehicle crashes associated with this non-compliance. Also, Volvo Bus has not received any warranty claims, consumer complaints, or field reports associated with this non-compliance.

Description of the Cause : Under review.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : headlamps

Component Description : Left/ right, Low and high beam headlamps

Component Part Number : Volvo pn 23064874, 23064873, 21784048, 21784043, 21209357, 21209330,

Supplier Identification :

Component Manufacturer

Name : Atressa Automotive Factory, S.A..

Address : 48300 GUERNICA

Vizcaya Foreign States

Country : Spain

Chronology :

June 4, 2021 Volvo contacts 3rd party test firm to discuss potential compliance testing.

June 16, 2021 Volvo retains 3rd party test firm to perform compliance testing.

July 1, 2021 Volvo provides clarification on test requirements and priority of testing– photometric measurements first and then environmental evaluations.

July 13, 2021 Preparations being made to ship four (4) sets of headlamps to 3rd party test firm.

July 15, 2021 Headlamps shipped to 3rd party test firm.

July 20, 2021 Headlamps arrive at 3rd part test firm.

August 12, 2021 Testing starts to confirm compliance.

August 17, 2021 3rd party test firm reports preliminary results to Volvo.

August 17, 2021 Investigation opened.

August 27, 2021 More testing performed.

September 3, 2021 Volvo contacts supplier.

September 6, 2021 Volvo shares test results with supplier.

September 10, 2021 Sample of parts tested by 3rd party firm sent by air to supplier for additional testing and analysis.

September 9, 2021 Volvo Bus Product Safety Committee meets and determines a non-compliance.

September 13, 2021 Stop delivery of suspect vehicles and components in place.

September 15, 2021 Volvo submits non-compliance report to NHTSA.

There are no warranty claims, consumer reports, field reports, property damage claims, notices of injury or death associated with this non-compliance.

Description of Remedy :

Description of Remedy Program : The repair will involve either,
1) Replacement of the headlight assembly with a new design, and/ or
2) Disabling the driving lamp and changing bulbs.
Both solutions are being pursued. Estimated start date for repairing vehicles is by March 31, 2022.
Volvo Bus is not expecting to have pre-notification remedies; however, any cases will be addressed according to Volvo's General Reimbursement Plan for Pre-Notification Remedies.

How Remedy Component Differs from Recalled Component : The solution is fully compliant with MVSS108.

Identify How/When Recall Condition was Corrected in Production : Vehicles and parts are on hold.

Recall Schedule :

Description of Recall Schedule : Note Prevost does not have a dealer network and the dates entered for the planned dealer notification begin/end date are only to avoid NHTSA Recall Portal error while submitting the recall report.

Planned Dealer Notification Date : SEP 15, 2021 - SEP 15, 2021

Planned Owner Notification Date : NOV 12, 2021 - NOV 12, 2021

* NR - Not Reported