

Part 573 Safety Recall Report

22V-222

Manufacturer Name : Volvo Bus Corporation

Submission Date : APR 12, 2022

NHTSA Recall No. : 22V-222

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Volvo Bus Corporation

Address : SE-405-08

GOTHENBURG, SWEDEN 00 000000

Company phone : 999

Population :

Number of potentially involved : 47

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Volvo 9700 DOT

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Population was identified based on the introduction to production of new belt for a new alternator.

Production Dates : JUN 26, 2019 - OCT 06, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Rigid alternator belts could induce a thermal event in case of failure on the alternator front bearing.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When alternator's front bearing fails, it could overheat causing a local thermal event.

Volvo has not received any report of thermal event related to this issue.

Therefore we consider this as a proactive measure to protect the public from the potential risk associated with this defect.

Description of the Cause : New and more resistant belts were installed on MY2019 and later vehicles.

With this new type of belts, in event of alternator front bearing seize, belt may continue to drive the alternator causing abnormal friction for a longer period of time than the old ones.

Identification of Any Warning that can Occur : Noise coming from alternator front bearing and, maybe, alternator not charging telltale light.

Involved Components :

Component Name 1 : BELT

Component Description : Black, rubber belt

Component Part Number : 23577315

Supplier Identification :

Component Manufacturer

Name : Prevest Car (US) inc.

Address : 7900 National Service Rd.
Greensboro North Carolina 27409

Country : United States

Chronology :

-2022-03-15 Prevest initiate an internal inquiry to analyse root cause of thermal event related to alternator front bearing. A link between the introduction of new belts and an increase of thermal events related to alternator' front bearing failure was identified. This new case would be presented to Volvo Product Safety Committee (PSC)

-2022-03-30 Case presented to PSC. PSC decided there is a safety related defect and a recall is required. As some Volvo 9700 vehicles use the same type of belt, it was decided to include this vehicles on the recall

-2022-03-31 Preliminary discussion with NHTSA to expose the findings

-2022-04-06 Prevest submitted the vehicle defect report to NHTSA

Description of Remedy :

Description of Remedy Program : Prevest, will change the defective belt for a polyester belt. A safety recall will be launched to inform customers about the defect and letters will be sent to advise how to proceed to correct. Prevest will replace the defective belts free of charge (Parts and labor) for the customers. A maintenance instruction sheet will be provided to customers to explain and instruct how inspect alternators.

In case a customer has already replaced the defective belt before the recall was released, this customer can be reimbursed according to Prevest reimbursement plan.

How Remedy Component Differs from Recalled Component : New belts with new part number will be installed on all vehicles affected. This new belts will be in polyester.

Identify How/When Recall Condition was Corrected in Production : Volvo 9700 is currently on delivery stop, until parts become available.

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 : JUN 03, 2022 - JUN 03, 2022

Planned Owner Notification Date : JUN 03, 2022 - JUN 03, 2022

* NR - Not Reported