



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 4, 2024

Ms. Pascale Belanger
Volvo Bus Corporation
260 Banker road
Plattsburgh, NY 12901

NEF-107DC
23V-890

Subject: Lift Threshold Warning Lights Insufficient

Dear Ms. Belanger:

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/9700/2013-2021

Mfr's Report Date: December 22, 2023

NHTSA Campaign Number: 23V-890

Components:

EQUIPMENT ADAPTIVE/MOBILITY:WHEELCHAIR LIFT/RAMP

Potential Number of Units Affected: 193

Problem Description:

Volvo Bus Corporation (Volvo Bus) is recalling certain 2013-2021 9700 buses. The red beacon lighting on the Threshold Warning System (TWS) may not be bright enough. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 403, "Platform Lift Systems."

Consequence:

Beacons that do not provide proper illumination may be less visible to wheelchair lift users, increasing the risk of injury.

Remedy:

Prevost will replace the red beacons, free of charge. Owner notification letters are expected to be mailed February 9, 2021. Owners may contact Volvo Bus customer service at 1-866-870-2043. Volvo Bus number for this recall is SR24-81.

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.nhtsa.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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Volvo Bus Corporation's contact for this recall will be Debora Crews who may be reached by email at debora.crews@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement