

Part 573 Safety Recall Report

23V-667

Manufacturer Name : Volvo Bus Corporation**Submission Date :** JAN 15, 2024**NHTSA Recall No. :** 23V-667**Manufacturer Recall No. :** SR23-85**Manufacturer Information :**

Manufacturer Name : Volvo Bus Corporation

Address : SE-405-08

GOTHENBURG, SWEDEN 00 000000

Company phone : 999

Population :

Number of potentially involved : 19

Estimated percentage with defect : 11 %

Vehicle Information :

Vehicle 1 : 2023-2023 Volvo 9700

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined based on the production period and location as it is a production issue. The concerned vehicles are certain MY2023 Volvo 9700 buses manufactured during the indicated production dates. The recalled products are limited to these specific vehicles since they were the only ones manufactured in the problematic production batch.

A total of 14 MY2023 Volvo 9700 vehicles are affected by the recall.

Production Dates : APR 10, 2023 - MAY 29, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The emergency exits on the concerned vehicle may not comply with FMVSS 217 S5.5.1 because certain emergency window exit identification and operating instructions labels could be absent.

FMVSS 1 : 217 - Bus emergency exits and window retention and release

FMVSS 2 : NR

Description of the Safety Risk : In an emergency evacuation situation, a non-compliance with FMVSS 217 S5.5.1 could increase passenger evacuation time and the risk of injury. Prevost has not received any reports 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 : During the vehicle manufacturing, certain emergency window exit labels were incorrectly installed by Volvo assembly line technicians (installation error).

Identification of Any Warning that can Occur : There is no warning with this issue.

Involved Components :

Component Name 1 : Emergency Exit Window Label

Component Description : Emergency Exit Window Label

Component Part Number : 24420476

Component Name 2 : Emergency Exit Window Label

Component Description : Emergency Exit Window Label

Component Part Number : 22270580

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

2023-08-04 Issue identified in production during an internal Volvo audit.

2023-08-04 Internal Volvo investigation was opened to identify the root cause and to determine if the issue is safety related or a non-compliance. Volvo considered the information included in the internal Volvo audit report when evaluating the existence of a potential non-compliance.

2023-08-31 Delivery Stop was issued at the Mexico manufacturing facility to stop the delivery of vehicles until the investigation is completed and corrective actions are implemented.

2023-08-31 Internal campaign was launched to solve the issue on all vehicles in production before being delivered.

2023-09-20 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) to evaluate if there is a

potential non-compliance issue. Decision made to raise the potential non-compliance issue to Volvo Product Safety Committee (PSC) for review and determination.

2023-09-28 Case was presented to Volvo Product Safety Committee (PSC). It was concluded that there was a non-compliance issue and that a recall is needed.

2023-09-28 Delivery Stop was issued by Prevest to stop the delivery of vehicles until they are remedied.

2023-10-03 Non-compliance Information Report submitted to authorities.

2023-11-23 The Planned Owner Notification Dates were updated in the Defect Information Report.

2024-01-12 The Planned Owner Notification Dates were updated in the Defect Information Report.

2024-01-15: The number of potentially affected vehicles was revised.

No warranty claims related to this issue. No field reports, incidents, accidents, injury, or fatality were reported.

Description of Remedy :

Description of Remedy Program : Prevest will inspect and, if required, install any missing emergency exit labels on all concerned vehicles. Letters will be sent to customers to inform them on how to proceed. Prevest will execute this correction free of charge (parts and labor) for the customers. In case a customer has already inspected and corrected this defect before the safety recall has been launched, this customer will be reimbursed according to Prevest reimbursement plan.

How Remedy Component Differs from Recalled Component : The issue concerns an inadequately installed component, and not a defective component. After the remedy, all emergency exit window labels will be adequately installed on the vehicles.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production on August 31, 2023, when an internal campaign was launched. All vehicles are remedied prior to delivery.

Recall Schedule :

Description of Recall Schedule : Please note that Prevest 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 : FEB 01, 2024 - FEB 01, 2024

Planned Owner Notification Date : FEB 01, 2024 - FEB 01, 2024

* NR - Not Reported