

# Part 573 Safety Recall Report

# 23V-668

**Manufacturer Name :** Volvo Bus Corporation**Submission Date :** OCT 03, 2023**NHTSA Recall No. :** 23V-668**Manufacturer Recall No. :** SR23-86**Manufacturer Information :**

Manufacturer Name : Volvo Bus Corporation

Address : SE-405-08

GOTHENBURG, SWEDEN 00 000000

Company phone : 999

**Population :**

Number of potentially involved : 14

Estimated percentage with defect : 4 %

**Vehicle Information :**

Vehicle 1 : 2023-2023 Volvo 9700

Vehicle Type : BUSES, MEDIUM &amp; 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 Defect :**

**Description of the Defect :** On certain vehicles, power cables may not have been properly connected. This condition could cause the cables to overheat, thus increasing the risk of a fire.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A fire increases the risk of injury to vehicle occupants and persons around the vehicle. A fire may also require a passenger evacuation in traffic and other potential hazards, which increases 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 fasteners securing power cable

connections may not have been adequately torqued 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 : Power Cable

Component Description : Power Cable

Component Part Number : 22368982

Component Name 2 : Power Cable

Component Description : Power Cable

Component Part Number : 22439158

Component Name 3 : Power Cable

Component Description : Power Cable

Component Part Number : 22441070

Component Name 4 : Power Cable

Component Description : Power Cable

Component Part Number : 22439180

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

2023-08-09 Issue identified in production during an internal Volvo audit.

2023-08-09 Internal Volvo investigation was opened to identify the root cause and to determine if the issue is safety related.

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

2023-09-26 One field report involving one MY2023 Volvo 9700 vehicle was received. The field report indicated that inadequately torqued power cable fasteners were identified in the battery compartment. Note: The vehicle in question had not yet been delivered (still in Prevest's direct control).

2023-09-28 Case was presented to Volvo Product Safety Committee (PSC). It was concluded that there was a safety-related 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 Defect Information Report submitted to authorities.

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

## Description of Remedy :

**Description of Remedy Program :** Prevest will inspect and, if required, adequately torque the power cable fasteners on all potentially affected 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, the power cable fasteners will be adequately torqued.

**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 corrected prior to delivery.

**Recall Schedule :**

**Description of Recall Schedule :** Please note that 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 :** NOV 23, 2023 - NOV 23, 2023

**Planned Owner Notification Date :** NOV 23, 2023 - NOV 23, 2023

\* NR - Not Reported