



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 2, 2024

Mr. Stephane Beauregard
Manager Product Safety and Certification
Volvo Bus Corporation
SE-405-08
Gothenburg, Sweden 000000

NEF-107DC
24V-893

Subject: Emergency Exit Label May Detach/FMVSS 217

Dear Mr. Beauregard:

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/9700/2025

Mfr's Report Date: November 26, 2024

NHTSA Campaign Number: 24V-893

Components:

EQUIPMENT:OTHER:LABELS

Potential Number of Units Affected: 4

Problem Description:

Volvo Bus Corporation (Volvo Bus) is recalling certain 2025 Volvo 9700 buses. The emergency exit labels that provide exit identification and operating instructions may not be secured properly, allowing the labels to detach. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 217, "Bus Emergency Exits and Window Retention and Release."

Consequence:

Missing emergency exit labels can prevent or delay the use of the emergency exit, increasing the risk of injury.

Remedy:

Prevost will replace the emergency exit labels, free of charge. Owner letters are expected to be mailed January 10, 2025. Owners may contact Prevost customer service at 1-866-870-2046. Volvo Bus' number for this recall is SR24-86.

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 [nhtsa.gov](https://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