



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V469

Manufacturer Name: Volvo Bus Corporation

Submission Date: Jul 16, 2025

NHTSA Recall No.: 25V469

Manufacturer Recall No.: SR25-85

Manufacturer Information

Population

Manufacturer Name: Volvo Bus Corporation

Address: SE-405-08
GOTHENBURG FS, 000000

Total number of potentially involved: 165

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2023-2025 VOLVO BUS 9700

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Coach

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Apr 10, 2023 - Nov 08, 2024

Number of potentially involved: 165

Descriptive Information:

The population was determined by reviewing production records and identifying all vehicles equipped with electrical connectors potentially contaminated with metallic debris.

The concerned vehicles are certain MY2023 to MY2025 Volvo Bus 9700 vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they were the only ones equipped with electrical connectors potentially contaminated with metallic debris.

A total of 32 MY2023, 26 MY2024, and 107 MY2025 Volvo Bus 9700 vehicles are affected by the recall.

Defect / Noncompliance Description

Description of the defect or noncompliance:

On certain vehicles, metallic debris within the electrical connectors of the Automatic Fire Suppression System (AFSS) may cause a short circuit, potentially resulting in a false activation signal. In this event, the AFSS may issue false warning to the driver, command an unwarranted engine shutdown, and discharge fire suppression agent in the engine compartment.

FMVSS1:

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FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

An unexpected loss of motive power caused by an unwarranted Automatic Fire Suppression System activation can increase the risk of a crash. A loss of motive power may also require a passenger evacuation in an uncontrolled traffic situation, which may increase the risk of injury.

Description of the cause:

The issue results from a Volvo Bus manufacturing process in which grinding operations were improperly performed, resulting in metallic debris being deposited in or around the AFSS electrical connectors.

Identification of any warning that can occur:

The driver will receive a visible and audible alert prior to the engine shutdown.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: Volvo Bus Mexico

Address: Cda. Teyahualco Manzana 015
Santiago Teyahualco Foreign States, 54980

Country: Mexico

Involved Components

Component Name 1: AFSS Control Panel

Component Description: AFSS Control Panel

Component Part Number: 21373786

Chronology

2025-01-07 Field report received involving a MY2025 Volvo Bus 9700 vehicle. The report indicated an unwarranted activation of the AFSS caused by metallic debris. Same day internal Volvo investigation was opened to identify the root cause.

2025-01-14 Delivery Stop was issued at the Mexico manufacturing facility to stop the delivery of vehicles due to quality concerns.

February 2025 to April 2025 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) on additional occasions to evaluate if there is a potential safety-related issue.

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2025-04-15 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) with additional information to evaluate if there is a potential safety-related issue. Decision made to place under monitoring status to collect additional field evidence.

2025-04-22 Field report received involving a MY2023 Volvo Bus 9700 vehicle. The report indicated an unwarranted activation of the AFSS caused by metallic debris. A warranty claim related to the same event was also received in April 2025.

2025-06-11 An additional field report was received involving a MY2025 Volvo Bus 9700 vehicle. Consistent with previous reports, it indicated an unwarranted activation of the AFSS caused by metallic debris.

2025-07-03 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.

2025-07-15 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.

2025-07-15 Delivery Stop was issued by Prevost to stop the delivery of vehicles until they are remedied.

2025-07-16 Defect Information Report submitted to authorities.

No accidents, injuries, or fatality related to this issue were reported.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Repair

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Prevost will inspect all concerned vehicles and remove any metallic debris from the AFSS connectors. Letters will be sent to customers to inform them on how to proceed. Prevost 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 Prevost reimbursement plan.

How remedy component differs from recalled component:

After the remedy, all metallic debris will have been removed from the AFSS electrical connectors, eliminating the potential for unwarranted system activations.

Identify how/when recall condition was corrected in production:

The recall condition was corrected in production on January 14, 2025, when a Delivery Spot was launched. All vehicles are remedied by removing any metallic debris prior to delivery.

Part 573 Safety Recall Report**25V469****Reimbursement Plan**

Manufacturer used general reimbursement plan on file.

Recall Schedule**Description of recall schedule:****Planned Dealer Notification Date:** No Dealers**Planned Interim Owner Notification Date:** No Owners**Planned Remedy Owner Notification Date:** Sep 03, 2025 Phased Recall**Date when VIN will be searchable:** Jul 29, 2025