



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

**1200 New Jersey Avenue SE
Washington, DC 20590**

September 23, 2026

26V600

Stephane Beauregard
Volvo Bus Corporation
35 Bd Gagnon
Sainte-Claire, Foreign State 020

Subject: Incorrect Emergency Exit Identification Label/FMVSS 217

Dear Stephane 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/9700/2009-2025

Mfr's Report Date: September 18, 2026

NHTSA Campaign Number: 26V600

Components:
EQUIPMENT:OTHER:LABELS

Potential Number of Units Affected: 1,236

Problem Description:

Volvo Bus Corporation (Volvo Bus) is recalling certain 2009-2025 Volvo 9700 buses. The emergency exit label on the entrance door is missing the exit operating instructions. As such, these vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 217, "Bus Emergency Exits and Window Retention and Release."

Consequence:

The missing information may prevent or delay the use of the emergency exit, increasing the risk of injury.

Remedy:

Prevost will replace the emergency exit identification labels, free of charge. Owner notification letters are expected to be mailed November 3, 2026. Owners may contact Prevost's customer service at 1-866-



870-2046. Prevost's number for this recall is SR26-84. Vehicle Identification Numbers (VINs) involved in this recall will be searchable on NHTSA.gov beginning September 25, 2026.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

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

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