



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V600

Manufacturer Name: Volvo Bus Corporation

Submission Date: Sep 18, 2026

NHTSA Recall No.: 26V600

Manufacturer Recall No.: SR26-84

Manufacturer Information

Population

Manufacturer Name: Volvo Bus Corporation

Address: SE-405-08
GOTHENBURG FS, 000000

Total number of potentially involved: 1,236

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2009-2025 VOLVO BUS 9700

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Coach

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Aug 27, 2008 - Nov 07, 2024

Number of potentially involved: 1,236

Descriptive Information:

The population was determined by reviewing production records and identifying all vehicles equipped with non-compliant emergency exit labeling.

The concerned vehicles are all MY2009 to MY2025 Volvo Bus 9700 vehicles manufactured during the indicated production dates.

The recalled products are limited to these specific vehicles since they are the only ones equipped with non-compliant emergency exit labeling.

A total of 50 MY2009, 78 MY2010, 67 MY2011, 10 MY2012, 78 MY2013, 74 MY2014, 64 MY2015, 114 MY2016, 78 MY2017, 146 MY2018, 115 MY2019, 60 MY2020, 5 MY2021, 21 MY2022, 55 MY2023, 29 MY2024, and 192 MY2025 Volvo Bus 9700 vehicles are affected by the issue.

Defect / Noncompliance Description

Description of the defect or noncompliance:

On the affected vehicles, the entrance door is designated as an emergency exit but is not equipped with operating instructions describing each motion necessary to unlatch and open the exit. As a result, the vehicles fail to comply with the emergency exit identification requirements of FMVSS No. 217, S5.5.1 - Bus Emergency Exits and Window Retention and Release.

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FMVSS1: 217 - Bus emergency exits and window retention and release

FMVSS2:

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

In an emergency evacuation situation, a non-compliance with FMVSS 217 S5.5.1 could increase passenger evacuation time and the risk of injury.

Description of the cause:

The condition stems from a vehicle design error.

Identification of any warning that can occur:

There is no warning associated with this issue.

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: Name: Entrance Door Panel

Component Description: Name: Entrance Door Panel

Component Part Number: 22270667

Component Name 2: Name: Entrance Door Panel

Component Description: Name: Entrance Door Panel

Component Part Number: 21620742

Chronology

2026-06-26 Issue identified on a MY2014 Volvo Bus 9700 during a State Police vehicle inspection.

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2026-07-06 The inspection findings were brought to Prevost's attention by the vehicle owner.

2026-07-06 Internal Volvo investigation was opened to identify the root cause and to determine if the issue is a potential non-compliance concern. Volvo considered the information included in the State Police inspection report when evaluating the existence of a potential non-compliance.

2026-08-24 Case was presented on Volvo Product Safety Evaluation Committee (PSEC) to evaluate if there is a potential non-compliance. It was determined that additional investigation was necessary to complete the assessment.

2026-08-25 A field survey was initiated to collect additional data for evaluation of the potential non-compliance.

2026-09-03 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.

2026-09-14 Case was presented to Volvo Product Safety Committee (PSC). It was concluded that a non-compliance exists.

2026-09-18 Non-Compliance Information Report submitted to authorities.

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

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Prevost will replace the existing emergency exit identification label with a revised label that complies with the requirements of FMVSS No. 217. Letters will be sent to customers to instruct them 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:

The issue concerns a component that does not comply with the applicable FMVSS, and not a defective component. After the remedy, the entrance door will be properly labeled and will comply with all applicable FMVSS requirements.

Identify how/when recall condition was corrected in production:

No production remedy was required, as the subject vehicles are no longer in production.

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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: Nov 03, 2026 - Nov 03, 2026

☐ Phased Recall

Date when VIN will be searchable: Sep 25, 2026