

# Part 573 Safety Recall Report

# 24V-083

**Manufacturer Name :** Volvo Bus Corporation**Submission Date :** FEB 08, 2024**NHTSA Recall No. :** 24V-083**Manufacturer Recall No. :** SR24-82**Manufacturer Information :**

Manufacturer Name : Volvo Bus Corporation

Address : SE-405-08

GOTHENBURG, SWEDEN 00 000000

Company phone : 999

**Population :**

Number of potentially involved : 8

Estimated percentage with defect : 94 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 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 subject vehicles are certain MY2024 Volvo 9700 vehicles manufactured during the indicated production dates. The recalled products are limited to these specific vehicles since they were the only ones manufactured in the above-mentioned production period.

A total of 8 MY2024 Volvo 9700 vehicles are affected by the recall.

Production Dates : OCT 09, 2023 - OCT 16, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** On certain vehicles, the castellated nut securing the steering gear link rod to the steering arm may loosen, possibly causing a loss of steering control.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A sudden loss of steering control may increase the risk of a crash.

In addition to the Safety Recall, Volvo issued a "Do Not Drive Warning" for this defect until the vehicles are remedied.

**Description of the Cause :** During the vehicle manufacturing, castellated nut securing the link rod to the steering arm may not have been adequately torqued and further retained by a cotter pin by Volvo.

Identification of Any Warning that can Occur : There is no warning associated with this issue.

## Involved Components :

Component Name 1 : Castellated Nut

Component Description : Castellated Nut

Component Part Number : 60112752

Component Name 2 : Steering Gear Link Rod

Component Description : Steering Gear Link Rod

Component Part Number : 22627723

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

2024-01-30 One field report was received by Volvo Group Mexico. The field report indicated that a Volvo 9800 vehicle operating in Mexico (Substantially Similar Vehicle to Volvo 9700 sold in U.S.) experienced a sudden loss of steering control that led to a vehicle collision with a roadside barrier (one reported accident).

2024-01-30 Internal Volvo investigation was opened to identify the root cause and to determine if the issue is safety related.

2024-01-31 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.

2024-01-31 Internal campaign was launched to solve the issue on all vehicles in production before being delivered.

2024-02-02 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.

2024-02-02 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.

2024-02-02 Delivery Stop was issued by Prevost to stop the delivery of vehicles until they are remedied.

2024-02-05 Case was presented to Volvo PSC. It was concluded a "Do Not Drive Warning" is needed for this issue.

2024-02-08 Defect Information Report submitted to authorities.

No warranty claims related to this issue. No injuries or fatalities related to this issue were reported.

## Description of Remedy :

**Description of Remedy Program :** Prevost will adequately torque the castellated nut and install a new cotter pin on all subject vehicles. 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 :** The issue concerns an inadequately installed component, and not a defective component. After the remedy, the castellated nut will be adequately torqued and secured with a cotter pin.

**Identify How/When Recall Condition was Corrected in Production :** The recall condition was corrected in production on January 31, 2024, 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 :** MAR 28, 2024 - MAR 28, 2024

**Planned Owner Notification Date :** MAR 28, 2024 - MAR 28, 2024

\* NR - Not Reported