

Part 573 Safety Recall Report

24V-524

Manufacturer Name : Volvo Bus Corporation**Submission Date :** JUL 09, 2024**NHTSA Recall No. :** 24V-524**Manufacturer Recall No. :** SR24-84**Manufacturer Information :**

Manufacturer Name : Volvo Bus Corporation

Address : SE-405-08

GOTHENBURG, SWEDEN 00 000000

Company phone : 999

Population :

Number of potentially involved : 10

Estimated percentage with defect : 29 %

Vehicle Information :

Vehicle 1 : 2024-2024 Volvo Bus 9700

Vehicle Type : BUSES, MEDIUM & 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 Bus 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 10 MY2024 Volvo Bus 9700 vehicles are affected by the recall.

Production Dates : JUL 10, 2023 - JUL 21, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : On certain vehicles, the castellated nuts securing the steering gear link rod to the steering arm and/or the pitman arm may not have been properly torqued, possibly causing a loss of steering control.

FMVSS 1 : NR

FMVSS 2 : NR

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

Description of the Cause : During the vehicle manufacturing, castellated nuts securing the link rod to the steering arm and/or the pitman arm may not have been properly torqued by Volvo.

Identification of Any Warning that can Occur : In some cases, the driver may detect excessive play in the steering system.

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 :

March 2024 to June 2024: Volvo Bus initiated a field survey in Mexico on vehicles outside the recall 24V083 population to further corroborate its scope. During this field survey, improperly torqued castle nuts were identified on certain vehicles, but no missing cotter pins were identified.

June 2024: Field survey results were analyzed by Volvo Bus Product Safety Office.

2024-06-25 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.

2024-07-04 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. Given that an improperly torqued castle nut secured by a cotter pin poses a different safety risk compared to an improperly torqued castle nut without a cotter pin, Volvo Bus opted to initiate a new recall instead of expanding the recall scope of 24V083.

2024-07-09 Defect 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.

Description of Remedy :

Description of Remedy Program : Prevest will properly torque the castellated nuts on all subject vehicles. Letters will be sent to customers to inform them on how to proceed. Prevest 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 Prevest reimbursement plan.

How Remedy Component Differs from Recalled Component : The issue concerns an improperly installed component, and not a defective component. After the remedy, the castellated nuts will be properly torqued on all vehicles.

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 Prevest 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 : AUG 28, 2024 - AUG 28, 2024

Planned Owner Notification Date : AUG 28, 2024 - AUG 28, 2024

* NR - Not Reported