

Part 573 Safety Recall Report

24V-893

Manufacturer Name : Volvo Bus Corporation**Submission Date :** NOV 26, 2024**NHTSA Recall No. :** 24V-893**Manufacturer Recall No. :** SR24-86**Manufacturer Information :**

Manufacturer Name : Volvo Bus Corporation

Address : SE-405-08

GOTHENBURG, SWEDEN 00 000000

Company phone : 999

Population :

Number of potentially involved : 4

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2025-2025 Volvo Bus 9700

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The population was determined by reviewing production records and identifying all vehicles equipped with the potentially non-compliant emergency exit labels.

The concerned vehicles are certain 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 potentially non-compliant emergency exit labels.

A total of 4 MY2025 Volvo Bus 9700 vehicles are affected by the recall.

Production Dates : JUL 22, 2024 - AUG 23, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The emergency exits on the concerned vehicle may not comply with FMVSS 217 S5.5.1 because certain emergency window exit identification and operating instructions labels are potentially not adhered properly to the vehicle which could cause the label to peel off easily or become easily damaged.

FMVSS 1 : 217 - Bus emergency exits and window retention and release

FMVSS 2 : NR

Description of the Safety Risk : 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 non-compliance is attributable to the use of unvalidated labels following a change in suppliers.

Identification of Any Warning that can Occur : In some cases, peeling of the emergency exit label can be identified.

Involved Components :

Component Name 1 : Emergency Exit Window Label

Component Description : Emergency Exit Window Label

Component Part Number : 24626945

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

2024-10-02 Issue identified in production during an internal Volvo audit.

2024-10-08 Internal Volvo investigation was opened to identify the root cause and to determine if the issue is safety related or a non-compliance. Volvo considered the information included in the internal Volvo audit report when evaluating the existence of a potential non-compliance.

2024-11-12 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.

2024-11-21 Case was presented to Volvo Product Safety Committee (PSC). It was concluded that there was a non-compliance issue and that a recall is needed.

2024-11-21 Delivery Stop was issued at the Mexico manufacturing facility to stop the delivery of vehicles until corrective actions are implemented.

2024-11-21 Internal campaign was launched at Volvo Mexico to solve the issue on all vehicles in production before being delivered.

2024-11-21 Delivery Stop was issued by Prevost to stop the delivery of vehicles until they are remedied.

2024-11-26 Noncompliance Information Report submitted to authorities.

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

Description of Remedy :

Description of Remedy Program : Prevost will replace the non-compliant emergency exit labels with redesigned labels that have been validated for compliance. 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 : After the remedy, the redesigned emergency exit window labels will be securely affixed to the vehicle.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production on November 21, 2024, when an internal campaign was launched. All vehicles are remedied 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 : JAN 10, 2025 - JAN 10, 2025

Planned Owner Notification Date : JAN 10, 2025 - JAN 10, 2025

* NR - Not Reported