



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 17, 2013

Mr. Timothy LaFon
Volvo Bus Corporation
Director, Regulatory Affairs
7900 National Service Road
Greensboro, NC 27409

NVS-215KS
13V-591

Subject: Wheel Chair Access/FMVSS 217

Dear Mr. LaFon:

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/9700/2009-2010

Mfr's Report Date: November 21, 2013

NHTSA Campaign Number: 13V-591

Components:

STRUCTURE:BODY

Potential Number of Units Affected: 10

Problem Description:

Volvo Bus Corporation (Volvo) is recalling certain model year 2009-2010 9700 motor coaches modified January 11, 2012, through September 18, 2012 to provide wheel chair access. After being altered, the buses have an insufficient number of emergency exit windows on the passenger side of the bus. As such, these buses fail to conform with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 217, "Bus Emergency Exits and Window Retention and Release."

Consequence:

In the event of an emergency, an insufficient number of emergency exits may delay an occupants egress of the bus, increasing the risk of personal injury.

Remedy:

Volvo will notify owners and dealers will install an additional emergency exit window, free of charge. The recall is expected to begin by the end of January 2014. Owners may contact Volvo at 1-800-528-6586. Volvo's recall number is SR13-92.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

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.

Please be reminded of the following requirements:

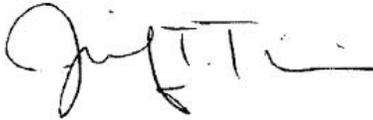
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification 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).

As stated in Part 573.7, submission of the first of six 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.

On August 20, 2013, NHTSA announced new changes to the requirements governing safety recalls. Some of these requirements are already in effect. Please ensure your company will be in compliance with each requirement on, or before, its respective effective date. For a summary of the requirements and their effective dates please click on the "New!" link at <http://www.safercar.gov/Vehicle+Manufacturers>.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement