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13V-591  
(3 pages) **VOLVO**

November 21, 2013

Jennifer Timian  
Chief, Recall Management Division  
Office of Defect Investigations  
National Highway Traffic Safety Administration (NSA-10)  
1200 New Jersey Avenue, S.E.  
Washington, D.C, 20950  
Submitted via Email to [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov)

Subject: Volvo Bus Recall SR13-92, Wheel Chair Lift Door  
Certain 9700 Volvo Buses  
**Safety-Related Defect Report**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and 49 CFR Part 573 as it relates to a safety-related defect.

I am sending this to you on the behalf of Volvo Bus Corporation who has decided to conduct a voluntary safety recall on Volvo 9700 motor coaches imported by Volvo Industrial de Mexico as explained in the pages that follow.

Volvo has received no reports of personal injury or vehicle crash as a result of this condition. Therefore, Volvo considers this as a proactive measure to protect the public and Volvo's customers from risk of personal injury and/or vehicle crash.

Please feel free to call me if you have any questions regarding this information.

Best regards,



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**Recall Campaign Number** SR13-92

**Subject:** Wheel Chair Lift Door

**Manufacturer:** Volvo Bus Corporation (“Volvo”)

**Recall Population:**

Certain 2009&2010 Volvo 9700 model coaches altered by installing wheel chair access from January 11, 2012 through September 18, 2012.

Number of vehicles affected by the recall is ten (10).

The recall population was determined using information provided by Volvo Industrial de Mexico.

The percentage of the vehicles estimated to contain the defect is one hundred percent.

**Description of the Defect**

The vehicles in question were certified to the U.S. Motor Vehicle Safety Standards when originally manufactured by Volvo. In 2012, the vehicles were altered from their original state by adding wheel chair access to the passenger side of the vehicle. These alterations resulted in the vehicles not complying with 49CFR571.217 where at least 40% of the total required area for emergency exits be provided on each side of the bus.

**Chronology in determining the Defect**

- 10/21/13 Report received by Volvo Group North America’s Regulatory Affairs department of potential issue with modifications made by Volvo Industrial de Mexico to licensed vehicles. Investigation opened.
- 11/7/13 Review of suspect vehicles by Volvo Group North America’s Regulatory Affairs department.
- 11/14/13 Information presented to Volvo’s Product Safety Committee. Volvo determines that a safety-related defect exists.
- 11/21/13 Volvo notifies the National Highway Traffic Safety Administration of the safety-related defect.

*To date, there have been no reports of crash or injury, and there have been no warranty claims, field reports, or customer complaints on vehicles sold in the United States.*

**Description of the Remedy**

The repair involves installation of an additional emergency exit window on the passenger side of the vehicle.

Reimbursement for cost incurred by the owner for “prenotification remedies” will be addressed on a case-by-case basis according to the Volvo Trucks “General Plan for Reimbursement of Pre-notification Remedies” which was published October 28, 2013.

**Recall Schedule & Communications**

Volvo Bus Corporation will initiate a voluntary owner notification, and recall all affected vehicles. The number, which has been assigned to this recall, is SR13-92.

Owner notification will occur within 60 days of this notice. An advanced copy of the owner notification letter will be submitted for review and approval prior to release.