

Part 573 Safety Recall Report

20V-597

Manufacturer Name : Volvo Bus Corporation

Submission Date : SEP 29, 2020

NHTSA Recall No. : 20V-597

Manufacturer Recall No. : SR20-87



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 : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Volvo 9700

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain vehicles with a certain engine software version.

Production Dates : JUN 01, 2020 - AUG 12, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The activation of the start disability switch in the engine compartment for servicing the vehicle may not disable the possibility to start the engine from the driver's seat.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions, this may increase the risk of a service technician injury during certain maintenance operations if the vehicle is started from the driver's position. Volvo has not received any report of injury or death associated with this defect. Therefore we consider this as a proactive measure to protect the public from the potential risk associated with this defect.

Description of the Cause : A new engine software version was in released in production and it generated the engine compartment start and start/stop switches signal to not be recognized.

Identification of Any Warning that can Occur : The engine compartment service start switch is also not functioning when this defect is present on a vehicle.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

2020-06-25 Issue reported from the manufacturing plant.

2020-08-11 Manufacturing plant delivery stop activated.

2020-08-21 The affected vehicle population delivered is confirmed to 10 vehicles.

2020-09-14 Product Safety Working Group informed of the potential safety related issue. Investigation opened.

2020-09-22 Volvo Bus Corporation Product Safety Committee determines safety-related defect exists.

2020-09-29 Volvo informs NHTSA that a voluntary recall will be released to address the safety-related defect.

Volvo did not received any consumer complaint, warranty claim or field report associated directly with this defect.

Description of Remedy :

Description of Remedy Program : Volvo will provide a service document describing how to connect and upload the new engine software for the affected vehicle population. All cost associated with this inspection and replacement will be covered by Volvo.

How Remedy Component Differs from Recalled Component : The new engine software provides the correct functionality regarding start/stop and start disability switches located in the engine compartment.

Identify How/When Recall Condition was Corrected in Production : The new engine software is being uploaded by the manufacturing plant.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : OCT 30, 2020 - OCT 30, 2020

Planned Owner Notification Date : OCT 30, 2020 - OCT 30, 2020

* NR - Not Reported