



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 5, 2021

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

NEF-150MR
20V-803

Subject: Transmission C1 Hub May Fail

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/9700/2015-2020

Mfr's Report Date: December 21, 2020

NHTSA Campaign Number: 20V-803

Components:

POWER TRAIN:AUTOMATIC TRANSMISSION

Potential Number of Units Affected: 468

Problem Description:

Volvo Bus Corporation (Volvo Bus) is recalling certain 2015-2020 9700 buses. The transmission C1 hub may fail which may lead to a disabled vehicle.

Consequence:

A disabled bus may require passengers to transfer to a different bus on the side of the road, increasing the risk of injury.

Remedy:

Volvo Bus will notify owners, and dealers will update the Transmission Control Module (TCM) calibration software, free of charge. The recall is expected to begin February 12, 2021. Owners may contact Volvo Bus customer service at 1-866-870-2046.

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.

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement