



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 16, 2021

Mr. Gerard Hones  
Volvo Bus Corporation  
7900 National Service Raod  
Greensboro, NC 27409

NEF-107MR  
21V-597

**Subject:** Wheelchair Lift Outer Barrier May Fail/FMVSS 403

Dear Mr. Hones:

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/9700/2009-2021

**Mfr's Report Date:** August 2, 2021

**NHTSA Campaign Number:** 21V-597

**Components:**

EQUIPMENT ADAPTIVE/MOBILITY:WHEELCHAIR LIFT/RAMP

**Potential Number of Units Affected:** 368

**Problem Description:**

Volvo Bus Corporation (Volvo Bus) is recalling certain 2009-2021 Volvo 9700 vehicles equipped with wheelchair lifts. When the lift's outer barrier is fully deployed, it may not withstand a sufficient amount of force, which could cause it to fail. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard numbers 403, "Platform Lift Systems" and 404, "Platform Lift Installations."

**Consequence:**

In the event that a mobility device pushes into the outer barrier, the barrier may fail, increasing the risk of injury for the lift occupant.

**Remedy:**

Volvo Bus will reinforce the outer barrier with additional supports, free of charge. Owner notification letters are expected to be mailed September 24, 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.nhtsa.gov](http://www.nhtsa.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).

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.

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.

Volvo Bus Corporation's contact for this recall will be Michelle Rice who may be reached by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement