

# Part 573 Safety Recall Report

## 21V-597

**Manufacturer Name :** Volvo Bus Corporation**Submission Date :** APR 20, 2022**NHTSA Recall No. :** 21V-597**Manufacturer Recall No. :** SR21-84**Manufacturer Information :****Population :**

Manufacturer Name : Volvo Bus Corporation

Number of potentially involved : 266

Address : SE-405-08

Estimated percentage with defect : 100 %

GOTHENBURG, SWEDEN 00 000000

Company phone : 999

**Vehicle Information :**

Vehicle 1 : 2009-2021 Volvo 9700

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The recall population was identified based on information supplied by Ricon. The recalled vehicles have a wheelchair lift that has been identified by Ricon as not complying with a Federal Motor Vehicle Safety Standard. There are 266 vehicles in total that were imported into the U.S. The model of vehicle affected is the 9700 and the model years affected are 2009 through 2021.

Production Dates : JAN 12, 2009 - SEP 09, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** Reference 21E-068, According to Ricon, "when the outer barrier is fully deployed, it cannot withstand a 7,117 N (1,600 pounds) force when tested in accordance with FMVSS 403, S7.13 and does not meet the requirements of FMVSS 403, S6.4.7.3."

In addition to the above, the vehicle would not comply with FMVSS 404 S4.1.1.

FMVSS 1 : 403 - Platform lift systems

FMVSS 2 : 404 - Platform lift installations

**Description of the Safety Risk :** Reference 21E-068, According to Ricon, "If an occupant's mobility device unexpectedly drives or pushes into the deployed outer barrier and it is unable to withstand the minimum designated amount of force, the integrity or performance of the outer barrier may be affected and can increase the risk of injury to the lift occupant."

**Description of the Cause :** Reference 21E-068, Not stated.

Identification of Any Warning None  
that can Occur :

### Involved Components :

Component Name 1 : Baylift Wheelchair Lift

Component Description : Wheelchair Lift

Component Part Number : RISSBF3XXX-XX

### Supplier Identification :

#### Component Manufacturer

Name : Ricon Corporation

Address : 1135 Aviation Place  
San Fernando California 91340-1460

Country : United States

### Chronology :

July 8, 2021 When working to secure wheelchair lifts for vehicles, Ricon representative shares via email that there may be a disruption in delivery of wheelchair lifts because of a potential compliance issue.

July 21, 2021 After further clarification by Ricon of the potential issue, potential concern reported to Regulatory Affairs. A series of additional questions sent to Ricon for clarification, including whether a defect report had been submitted to NHTSA.

July 26, 2021 Volvo Bus receives defect report from Ricon. Actions started to contain new vehicles that may be subject to the non-compliance.

July 28, 2021 Stop Delivery issued by Volvo Bus.

August 2, 2021 Volvo Bus submits a vehicle defect report to NHTSA in response to Ricon's equipment defect report 21E-068.

Volvo Bus has not received consumer complaints, warranty or goodwill claims, field reports, property damage claims, or notices of death or injury associated with this non-compliance.

## Description of Remedy :

Description of Remedy Program :	Reference 21E-068, "Units remedied in the field and new production lifts will incorporate a RH and LH side barrier support feature above the outer barrier hinge axis that will aide in rotationally constraining the outer barrier when it is loaded in the fully deployed position. The support feature will redistribute and reduce torsional stresses in the barrier hinge pin assemblies to withstand the application of 7,117 N (1,600 lb force) in compliance with the requirements of S6.4.7.3." Pre-notification remedies are not expected; however, if received, these will be managed according to Volvo Group's pre-notification reimbursement plan on file with NHTSA.
How Remedy Component Differs from Recalled Component :	Reference 21E-068. According to Ricon, "Units remedied in the field and new production lifts will incorporate a RH and LH side barrier support feature above the outer barrier hinge axis that will aide in rotationally constraining the outer barrier when it is loaded in the fully deployed position. The support feature will redistribute and reduce torsional stresses in the barrier hinge pin assemblies to withstand the application of 7,117 N (1,600 lb force) in compliance with the requirements of S6.4.7.3."
Identify How/When Recall Condition was Corrected in Production :	Once Volvo Bus received the defect report from Ricon, actions were taken to identify and secure affected vehicles at our factories and in inventory. This action was completed on July 28, 2021.

## Recall Schedule :

Description of Recall Schedule :	Volvo Bus does not have dealers; therefore dealer notification is not required. To avoid getting notified of missing content in the defect report, August 2, 2021 is inserted in the dealer notification dates.  Owner notification will occur by September 24, 2021. This links to the Ricon open case on 21E068000.
Planned Dealer Notification Date :	AUG 02, 2021 - AUG 02, 2021
Planned Owner Notification Date :	SEP 24, 2021 - SEP 24, 2021

\* NR - Not Reported