



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 6, 2023

Ms. Pascale Belanger  
Volvo Bus Corporation  
260 Banker road  
Plattsburgh, NY 12901

NEF-107DR  
23V-667

**Subject:** Missing Emergency Exit Label/FMVSS 217

Dear Ms. Belanger:

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/9700/2023

**Mfr's Report Date:** October 3, 2023

**NHTSA Campaign Number:** 23V-667

**Components:**

EQUIPMENT:OTHER:LABELS

**Potential Number of Units Affected:** 14

**Problem Description:**

Volvo Bus Corporation (Volvo Bus) is recalling certain 2023 Volvo 9700 buses. The emergency window exits may be missing identification and operating instruction labels. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 217, "Bus Emergency Exits and Window Retention and Release."

**Consequence:**

Missing emergency window exit labels can prevent or delay the use of the emergency exit, increasing the risk of injury.

**Remedy:**

Prevost will inspect and install missing emergency exit labels, as necessary, free of charge. Owner notification letters are expected to be mailed November 23, 2023. Owners may contact Volvo Bus customer service at 1-866-870-2046. Volvo Bus' number for this recall is SR23-85.

**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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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

Sincerely,



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