

# Part 573 Safety Recall Report

# 20V-613

**Manufacturer Name :** Volvo Trucks North America**Submission Date :** OCT 14, 2020**NHTSA Recall No. :** 20V-613**Manufacturer Recall No. :** RVXX2005**Manufacturer Information :**

Manufacturer Name : Volvo Trucks North America

Address : 7900 National Service Road

Greensboro NC 27409

Company phone : 800 528 6586

**Population :**

Number of potentially involved : 8,456

Estimated percentage with defect : 4 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Volvo VNL

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The vehicles in this recall have an initial solution, which has been replaced with a more robust design.

Vehicles were selected based on the vehicle model (VNL) and cab configuration (740 and 760 sleeper models) and build date.

The recall affects certain 2020 model VNL model vehicles manufactured from January 14, 2019 through September 30, 2019. The total number of affected vehicles sold in the U.S. is eight thousand four hundred fifty six (8,456) in total.

Production Dates : JAN 14, 2019 - SEP 30, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** The window hinge and mounting hardware are insufficient to hold the window in place if the truck is driven with the sleeper bunk windows open.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If the window detaches from the vehicle, it may strike another vehicle or pedestrian increasing the risk of personal injury or a vehicle crash.

There are no reports of personal injury or vehicle crash. Volvo considers this a proactive measure to protect the public and Volvo's customers from the potential risk associated with this defect.

**Description of the Cause :** These vehicles received a production solution that we believed would address the safety issue that prompted recall RVXX1902 (Reference NHTSA Recall #: # 19V-208)  
After further review, we determined that a more robust solution was required, which was introduced in production and used in recall RVXX1902.  
This recall is to address those vehicles that do not have the more robust solution (i.e. aluminum hinge and new mounting hardware).

**Identification of Any Warning** NR  
that can Occur :

## Involved Components :

**Component Name 1 :** Sleeper Bunk Window

**Component Description :** Sleeper vent windows intended to be used only when the vehicle is parked.

**Component Part Number :** 23548633 (LH WINDOW); 23548675 (RH WINDOW)

## Supplier Identification :

### Component Manufacturer

**Name :** NR

**Address :** NR

NR

**Country :** NR

## Chronology :

August 2020 Volvo Products Reliability Group identifies an increase in customer reports and warranty replacement involving windows with the initial solution. Investigation opened.

September 22, 2020 Volvo Group Product Safety Working Group recommends that RVXX1902 (NHTSA Recall 19V-208) repair solution be applied to vehicles with the initial solution which may have been used on vehicles manufactured from January 14, 2019 through September 30, 2019.

September 28, 2020 Volvo Group Product Safety Committee meets and confirms recommendation. Volvo Group VP Regulatory Affairs advises that a new recall is required.

October 5, 2020 Volvo submits defect report to NHTSA and advises that a voluntary safety recall will be performed to address vehicles with the safety defect.

October 15, 2020 Volvo updates defect report.

There are one hundred fourteen (114) warranty/ goodwill claims that may be related. Not all the windows completely detached; in some cases the reports are of cracked/broken hinges

The dates of the reports are from June 3, 2019 through August 25, 2020, with the majority received in 2020.

## Description of Remedy :

Description of Remedy Program : The windows will be inspected to determine whether a plastic hinge or an aluminum hinge was used. Windows with plastic hinges will be replaced.

Pre-notification remedies will be addressed according to the Volvo General Reimbursement Plan for Pre-Notification Remedies on file with NHTSA.

How Remedy Component Differs from Recalled Component : The hinge is more robust and attached to the glass using hardware.

Identify How/When Recall Condition was Corrected in Production : The final solution (i.e. aluminum hinge and hardware attaching the glass to the hinge) was introduced in production in June 2019. When investigating the scope, we found a small number of initial solution (improved application of adhesive and improved mounting hardware) windows may have been used on vehicles manufactured through September 30, 2019.

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified by October 16, 2020. Owner notification letters will be sent by first class mail by October 30, 2020.

Planned Dealer Notification Date : OCT 16, 2020 - OCT 16, 2020

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

\* NR - Not Reported