

# Volvo Trucks

# Uptime



## Recall Alerts

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**To:** Dealer Principals  
Service Managers  
Warranty Managers  
Parts Managers

**Region:**  U.S.  
 CAN

**Bulletin:** SRA-V20-06  
**Date:** December 17, 2020  
**Valid to:** N/A  
**Action Required?**  Yes  No

**From:** Gerard Hones, Regulatory Specialist Government Reporting  
**Subject:** Safety Recall RVXX2006, Norgren Collet Inspection/Replacement

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### **Description of Defect:**

On certain vehicles, the collets (internal jaws) for the brass fitting inserts used in the pneumatic (air) pass-through plate may have been damaged during leak testing by the supplier, Norgren. The potential consequence is the brass fitting may completely release the air brake line from the pass-through plate while under pressure. If this occurs on the park brake circuit, signal pressure that holds the mechanical spring in the park brake chambers will be lost allowing the park brakes to apply.

If the park brakes apply, the driver may lose control of the vehicle under certain conditions increasing the risk of a vehicle crash.

**Repair:** The Norgren collets will be inspected and replaced if needed.

**Attachment:** Inspection instruction for dealer inventory, Campaign S7547

### **Models/ Model Years Affected:**

Certain 2021 VAH, VHD, VNL, and VNR model vehicles manufactured from July 8, 2020 through December 8, 2020.

### **Vehicle Quantities:**

7,296 (6,314 US, 924 Canada, 58 Mexico)

### **Dealer's Responsibility:**

The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act requires dealers to ensure that all new and used vehicles are free of safety defects and comply with all relevant safety standards at the time of delivery to the consumer.

Dealers should make their personnel aware of the safety recall. In the event that a dealer has a vehicle included in the safety recall in their inventory to be sold, the condition must be corrected before releasing it to a customer.

### **Release Schedule:**

- Vehicle list and repair Instructions are posted on the Trucks Dealer Portal.
- Owner notification letters will be mailed on or before January 31, 2021.

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Inspection/Replacement

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## **Q&A:**

### **Q: Are the vehicles safe to drive?**

- The affected vehicles are safe to operate, **provided that there are no audible air leaks at the pass-through plate.**
- Vehicles with audible leaks are to be placed out of service until the vehicle is repaired; **checking for air leaks is required by the daily pre-trip inspection performed by the driver.**

### **Q: If a vehicle is placed out-of-service because of an audible leak, can the dealer go ahead and repair the vehicle?**

- Yes, the customer is not to be charged for the repairs, towing, or traveling to the vehicle to fix it.
- The claim for the expense is to be filed using the recall authorization, RVXX2006, which will be loaded by January 31, 2021.

If you have questions or concerns about this recall, contact the Regulatory Affairs Department at [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com).

## Inspection of pass through Collets

**Service Category** Brakes Pneumatic

**Section** Brakes

**Technician Skill Level** C

**Market** North America

### Applicability

**VOLVO**

Years	Models
2021	VN,VAH,VHD

### Introduction

On certain vehicles, the collets (internal jaws) for the brass fitting inserts used in the pneumatic (air) pass-through plate may have been damaged during leak testing by the supplier, Norgren. The potential consequence is the brass fitting may completely release the air line from the pass-through plate while under pressure. If this occurs on the park brake circuit, signal pressure that holds the mechanical spring in the park brake chambers will be lost allowing the park brakes to apply.

If the park brakes apply, the driver may lose control of the vehicle under certain conditions increasing the risk of a vehicle crash.

### Production Change Information

This bulletin applies to vehicles built within the specified production changes below.

Brand	Engine	Emission Level	Starting Build Date	Ending Build Date
Volvo	D11, D13	EOBD 19	08-July-20	08-Dec-20

## Inspection of pass through Collets

### Warranty Information

<b>This repair may be eligible for reimbursement if a product failure was experienced with in time and mileage limits of the applicable Warranty coverage. Reimbursement is obtained via the normal claim handling process.</b>		
Claim Type (used only when uploading from the Dealer Bus. Sys.)		<b>B</b>
<b>Primary Labor Code</b>	<b>Description</b>	<b>Hours</b>
1720-16-09-01	Inspection of pass thru plate	0.8
1720-16-09-01	Replacement of defective collet if found (per collet)	0.1
<b>Causal Part</b>	<b>85108475, 85108477</b>	
<b>SCC Authorization Code</b>	<b>S7547</b>	

### Parts Information

For all parts orders, it is required to email [SCcampaign@volvo.com](mailto:SCcampaign@volvo.com). The body of the email must include:

- VIN being repaired
- Dealer ID number
- PO number
- Parts needed

A response will be provided within 24hrs.

Part Names	Part Numbers	Quantity
1/4 COMPACT COLLET	85108475	As Needed
3/8 COMPACT COLLET	85108477	As Needed
1/4 PRESS IN FITTING SILICONE ORING	85146177	As Needed
3/8 PRESS IN FITTING SILICONE ORING	85146178	As Needed

### Required Tools & Equipment

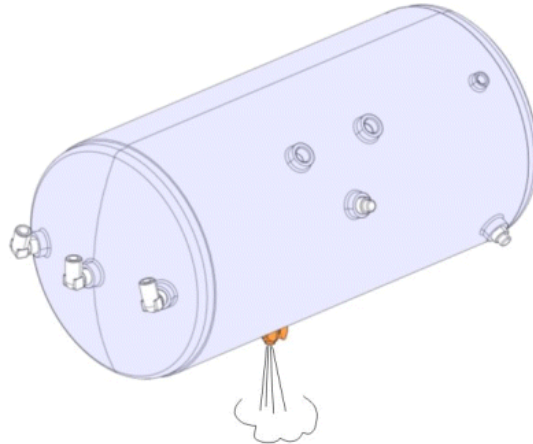
- Pliers
- Pick
- Flat head Screwdriver
- Torque Wrench
- T25 torx bit
- 12 mm socket
- 10mm socket
- Ratchet

## Inspection of pass through Collets

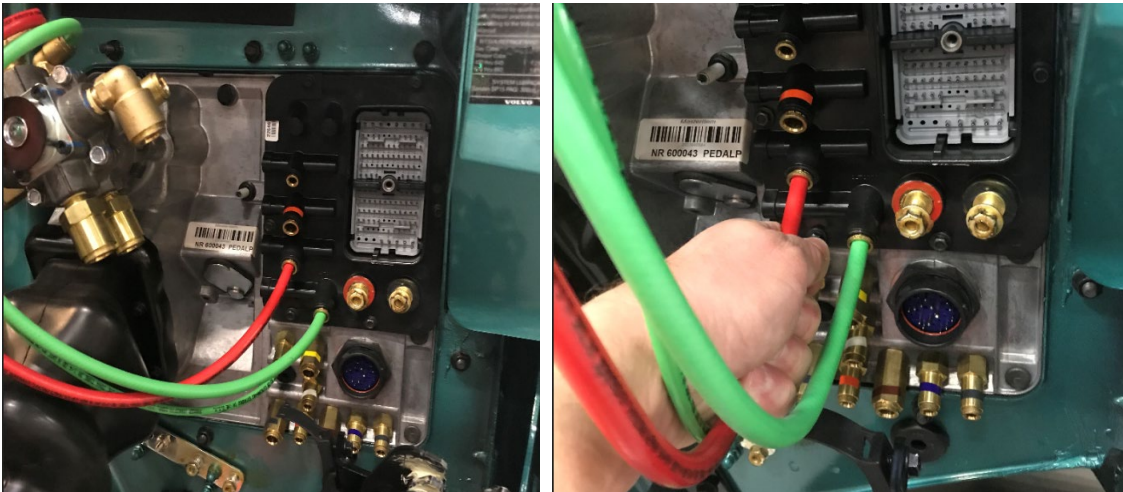
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### Inspection Procedure, Exterior side of pass through

1. Drain air tanks.



2. Open hood.
3. On each air hose at the pass through connection, one at a time, push in twice, and then pull out firmly.



4. If no fault found, exterior inspection is complete. If any hose comes free or is loose, proceed with replacement of affected collet(s) on page 9.
5. Close hood, and proceed to next step.

## Inspection of pass through Collets

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### Inspection Procedure, Interior side of the pass through

1. Remove grab handle fasteners. Plastic cap will have to be removed to access top grab handle fastener. Remove grab handle.



2. Remove fastener holding panel in place



## Inspection of pass through Collets

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3. Pull floor mat back to expose fastener. Remove fastener. Remove panel exposing interior side of pass through.



4. Pull down on air vent, moving it out of the way to allow for air hose inspection.



5. On each air hose at the pass through connection, one at a time, push in twice, and then pull out firmly.

## Inspection of pass through Collets

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6. If no fault found, inspection is complete. If any hose comes free or is loose, proceed with replacement of affected collet(s) on page 9.
7. Reinstall air vent.



8. Install panel and fastener.





## Inspection of pass through Collets

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9. Install fastener



10. Install grab handle, torque fasteners to 18 +/- 3 foot pounds.



## Inspection of pass through Collets

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11. Install plug.



12. Interior inspection complete.

## Inspection of pass through Collets

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### Collet Replacement Method

1. Remove collet from port in pass through using a pair of pliers.



2. Remove the o-ring from the port, and discard.

**NOTE: New O-ring is required.**



## Inspection of pass through Collets

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3. Install a new o-ring in the port.



4. Install the new collet in the port.



## Inspection of pass through Collets

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5. Insert the airline into the port, repeat two firm pushes and one pull on affected airline/collet to ensure the collet has been repaired.



6. Repair complete, repeat on all loose or free air hoses.