

# Part 573 Safety Recall Report

# 23V-173

**Manufacturer Name :** Volvo Trucks North America**Submission Date :** JUN 02, 2023**NHTSA Recall No. :** 23V-173**Manufacturer Recall No. :** RVXX2302**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 : 1,008

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 Volvo VNR/VNL/VHD

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Recall population is those vehicles by specification which got hub covers in conjunction with new iLok fasteners.

Production Dates : FEB 03, 2023 - MAY 16, 2023

VIN Range 1 : Begin : 4V4NC9EHORN624241 End : 4V5WC9DF5RN643268  Not sequential**Description of Defect :**

Description of the Defect : Hub cover interference fit insufficient to be retained on hub.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Hub covers could separate from the vehicle creating a risk of road debris which could result in a crash.

Description of the Cause : Insufficient retention force between the hub and hub covers

Identification of Any Warning that can Occur : Noise and rattling from the wheel ends due to loose hub covers.

**Involved Components :**

Component Name 1 : Volvo Systems Engineering

Component Description : iLok Fastener

Component Part Number : 24144650

## Supplier Identification :

### Component Manufacturer

Name : Volvo

Address : NR

NR

Country : NR

## Chronology :

March 1, 2023 Volvo Reliability Engineering receives a report that the hub covers after installation at a dealer are loose.

March 1, 2023 Investigation opened by Product Safety Working Group.

March 3, 2023 Factory starts short shipment of vehicles which were ordered with hub covers and had iLok hub fasteners (not shipping hub covers which are shipped inside the vehicle).

March 6, 2023 Product Safety Working Group meets and recommends that it be escalated to Product Safety Committee.

March 13, 2023 Product Safety Committee meets and determines that a product safety defect exists. May 25, 2023 Product Safety Working Group receives a report of a additional vehicle outside of the scope which had a hub cover installation issue investigation reveals that factory containment was dropped from May 1, 2023 through May 12, 2023. This is brought to the Product Safety Committee on May 30, 2023 the additional vehicles will be added to the recall.

## Description of Remedy :

Description of Remedy Program : Recall remedy will be to remove the hub covers, removing the risk of loss of the hub cover in traffic.

Customers which had hub covers removed, will have them replaced under a separate service program when parts are available.

Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.

There have been 3 warranty claims for this issue on brand new vehicles during Dealer Pre Delivery Inspection.

How Remedy Component Differs from Recalled Component : The vehicles will have the hub covers removed. Volvo Hub Cover Part Number 20555832

Identify How/When Recall Condition was Corrected in Production : March 3, 2023 Vehicles stopped being shipped from our factory with these hub covers.

## Recall Schedule :

Description of Recall Schedule : Planned Dealer Notification is March 24, 2023 and Planned Owner Notification is May 5, 2023. We will update, these dates and update filing accordingly

Planned Dealer Notification Date : MAR 24, 2023 - MAR 24, 2023

Planned Owner Notification Date : MAY 05, 2023 - MAY 05, 2023

\* NR - Not Reported