

# Part 573 Safety Recall Report

# 23V-401

**Manufacturer Name :** Volvo Trucks North America**Submission Date :** JUN 04, 2023**NHTSA Recall No. :** 23V-401**Manufacturer Recall No. :** RVXX2306**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 : 243

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2019-2023 Volvo VNR Electric

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

**Descriptive Information :** Vehicles which were built during a period where power cable to relay torque are suspect of not being sufficient or properly controlled.

Production Dates : JUN 29, 2019 - OCT 19, 2021

VIN Range 1 : Begin : 4V4W19KN0NN611441 End : 4V5W39KN4MN600141  Not sequential**Description of Defect :**

**Description of the Defect :** Insufficient torque on the power cables to relays may result in a relay failure which could continue to power the cabin heater.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** The risk is a loose connection to the relays which could result in a relay failure and overheating and failing in a closed position which could continue to power the cabin heater which could result in a fire.

**Description of the Cause :** Torque control in the factory in-sufficient for application.

**Identification of Any Warning that can Occur :** There are no warnings associated with this issue.

**Involved Components :**

Component Name 1 : Relay

Component Description : Windscreen Heater 24V/50A

Component Part Number : 20709545

## Supplier Identification :

### Component Manufacturer

Name : Volvo

Address : NR

NR

Country : NR

## Chronology :

March 2, 2023 Reliability and Quality report to Product Safety Working Group that they have had two cabin coolant heater relay failures which indicated the heater continued to stay powered and damaged the heater.

March 8, 2023 Product Safety Working Group opens an investigation and requests failed components from the field.

March 22, 2023 Engineering provides initial failure analysis results.

March 27, 2023 Product Safety Working Group reviews product safety investigation results and recommends supplier of the relay provide their input and asks for additional review of incidents and vehicle data.

May 15, 2023 Product Safety Working Group meets and recommends that this be brought to the Product Safety Committee as a potential product safety defect.

May 30, 2023 The Product Safety Committee meets and decides that a product safety defect exists.

June 4, 2023 573 Report filed with NHTSA

There have been 2 field reports, and no accidents or injuries reported with this issue

## Description of Remedy :

Description of Remedy Program : Vehicles will be recalled and the power cables to relays will be properly torqued.  
Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy component has proper torque on the fasteners on the power cables to the relays. Relay, Windscreen Heater 24V, 20709545

Identify How/When Recall Condition was Corrected in Production : All vehicles impacted put on hold until the issue has been corrected  
Vehicles on hold will be corrected before being released.  
Production was corrected on March 29, 2023

**Recall Schedule :**

Description of Recall Schedule : Dealer notification will begin on June 9, 2023 and owner notification will begin on August 4, 2023

Planned Dealer Notification Date : JUN 09, 2023 - JUN 09, 2023

Planned Owner Notification Date : AUG 04, 2023 - AUG 04, 2023

\* NR - Not Reported