



Recall Alerts

To: Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Region: U.S.
 CAN

Bulletin: SRA-V23-01
Date: January 27, 2023
Valid to: N/A
Action Required? Yes No

From: Gerard Hones, Regulatory Specialist Government Reporting
Subject: Safety Recall RVXX2301, EV Vehicle Heater Thermal Escalation

Description of Defect:

On certain Electric Vehicles, the coolant heater may stay energized when in a no flow or low coolant level condition, which could cause the heater to catch fire.

No such overheating incidents have been reported to us at this time.

Volvo will install replacement relays and perform software update.

Models/ Model Years Affected:

Certain 2019 to 2023 Volvo VNR Electric model vehicles manufactured from June 29, 2018 through September 14, 2022.

Vehicle Quantities:

Volvo 139 (136 US, 3 Canada)

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 will be posted on the Trucks Dealer Portal January 27, 2023.
- Owner notification letters will be released on or before March 19, 2023.
- Repair Instruction will be released once they are available.

If you have questions or concerns about this recall, contact the Regulatory Affairs Department at vtna.regulatoryaffairs@volvo.com.