



**IMPORTANT SAFETY RECALL RVXX2308**  
**NHTSA RECALL # 23V-512 Interim Letter**

This Notice applies to your vehicle, see enclosed “Notice of Vehicle Recall”

**DEAR VOLVO TRUCK OWNER:**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Trucks North America has decided that a defect which relates to motor vehicle safety exists in certain 2020 to 2024 Volvo VNR Electric model vehicles manufactured from April 1, 2019 through February 10, 2023.

*The purpose of this letter is to explain what the recall is about and to keep you informed of Volvo’s implementation plan. We are currently working to secure parts to implement the Safety Recall remedy. We will send you another notification when the remedy is available.*

**SAFETY DEFECT:** On certain VNR Electric vehicles the rivnut inserts on the batteries may have been over tightened and could fail.

**SAFETY RISK:** The over tightening of the bus bar rivnuts could result in nut inserts shearing off and shorting inside the battery which could increase the risk of a fire.

**WHAT SHOULD YOU DO IN THE INTERIM:** *We appreciate your patience while we work to secure parts for the recall.*

**PRECAUTIONS YOU CAN TAKE:** There are no precautions you can take other than having your vehicle repaired by a Volvo Parts and Service Center. The Volvo dealer will replace the batteries at no cost to you.

**TIME REQUIRED FOR THE REPAIR:** The time required to repair your vehicle is approximately 15 hours.

**WHAT YOU SHOULD DO:** When you receive notification that parts are available, you should contact the nearest Volvo Parts and Service Center and make an appointment. You can locate the closest Volvo Parts and Service Center by going online to <http://www.volvo.com/trucks/na/en-us/dealers/> and selecting “Dealer Locator” or by calling our toll-free number: (800) 528-6586.

**NOTICE REGARDING  
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**ASSISTANCE/  
COMPLAINTS:**

If your vehicle has not been repaired within a reasonable time after delivering it to a Volvo Parts and Service Center, please contact:

Volvo Trucks North America  
Vehicle Certification and Compliance,  
P.O. Box 26115  
Greensboro, NC 27402-6115  
[vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com)

If you still cannot obtain satisfaction, and your dealer or Volvo is unable to remedy the defect without charge or within a reasonable amount of time, you may file a complaint with:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

**PRE-NOTIFICATION  
REMEDIES:**

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses.

Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to provide our customers with the best possible product.

**VOLVO TRUCKS NORTH AMERICA**