U.S. Department of Transportation

National Highway Traffic Safety Administration

Part 573 Safety Recall Report 25V620

Manufacturer Name: Volvo Trucks North America
Submission Date: Sep 22, 2025
NHTSA Recall No.: 25V620
Manufacturer Recall No.: RVXX2508

Manufacturer Information

Manufacturer Name: Volvo Trucks North America
Address: 7900 National Service Road
Greensboro NC, 27409

Population

Total number of potentially involved: 4,040
Estimated percentage with defect: 0.4%

Vehicle Information

Vehicle 1: 2026-2026 VOLVO NEW VN
Product Category: Buses, Medium & Heavy Vehicles
Product Type:
Fuel / Propulsion: Compression Ignition Fuel
Production Dates: Apr 01, 2025 - Jul 25, 2025
Number of potentially involved: 4,040
Descriptive Information:

Supplier review of problematic component revealed a deviation in their assembly process. Review of products and history showed the deviation began in April 2025. Corrective actions at supplier and stock clearing implemented 7/25/2025. All components outside Begin/End VIN contain components that were not impacted by the process deviation.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Certain Volvo New VNs may be equipped with interior door handles that do not have the cable properly seated in the door latch mechanism. This can prevent the door from unlatching to allow egress.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

If the interior door handle does not operate the door latch, truck occupants may not be able to open the door from inside the truck, which may result in personal injury.

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Description of the cause:

Supplier failed to apply adequate adhesive to connection point.

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: ADAC - STRATTEC LLC

Address: General Julio Hernandez Serrano No. 7939
State of Chihuahua
Ciudad Juarez Foreign States, 32670

Country: Mexico

Involved Components

Component Name 1: Door Lock
Component Description: Right Hand Side w Lock Cylinder
Component Part Number: 78607067

Component Name 2: Door Lock
Component Description: Left Hand Side w/o Lock Cylinder
Component Part Number: 24880701

Component Name 3: Door Lock
Component Description: Left Hand Side w Lock Cylinder
Component Part Number: 78509467

Component Name 4: Door Lock
Component Description: Right Hand Side w/o Lock Cylinder
Component Part Number: 24880702

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Chronology

July 08, 2025: Product Safety Office generated a manual alert and initial review is started.

July 15, 2025: Initial findings reviewed, Product Safety Office opens a case for further investigation.

September 08, 2025: Product Safety Evaluation Committee (PSEC) reviews investigation results and recommends issue be escalated to Product Safety Committee (PSC) as a potential product safety defect.

September 11, 2025: Product Safety Committee is presented findings from investigation and PSEC recommendations and determines that a product safety defect exists, a recall will be conducted and that vehicles do not have to be parked.

September 18, 2025: Product safety defect 573/DIR filed with NHTSA

There have been 17 field reports, no accidents and no injuries reported with this issue.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Vehicles will be recalled and the door latch cable & pivot clip will be replaced.

How remedy component differs from recalled component:

New door locks will have adequate adhesive application to retain cable end in door latch module resulting in proper actuation of latch with interior door handle.

Identify how/when recall condition was corrected in production:

Vehicles at our factories were put under a stop shipment September 17, 2025, and will not be released until corrected (verified clean components). Component stock at our factories and our aftermarket parts warehouses were inspected and NOK stock was cleared.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

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Description of recall schedule:

Dealers will be notified on or before 25 September.
Owners will be notified on or before 17 November.

Planned Dealer Notification Date: Sep 25, 2025

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Nov 17, 2025

☐ Phased Recall

Date when VIN will be searchable: Sep 25, 2025