

IMPORTANT SAFETY RECALL RVXX2511 NHTSA RECALL #25V804
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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 National Traffic and Motor Vehicle Safety Act.

Volvo Trucks North America has decided that certain 2024-2026 VNL (4) and VNR (4) vehicles manufactured from October 2, 2023 through November 13, 2025, fail to conform to Federal Motor Vehicle Safety Standard (FMVSS 108) "Lamps, Reflective Devices, and Associated Equipment," S14.9.3.11, Semiautomatic headlamp beam switching device tests.

SAFETY DEFECT

Certain Volvo VNL (4) and VNR (4) vehicles equipped with automatic high beams may not switch to low beam lights as expected due to errors in identifying certain oncoming vehicles.

SAFETY RISK

High beams that do not automatically switch to low beam may create reduced visibility for other road users, increasing the risk of a crash.

PRECAUTIONS YOU CAN TAKE

Drivers can manually switch to low beam lights when vehicles are approaching, and manually switch back to high beam lights.

An Over-the-air (OTA) software update has been released that includes updated oncoming vehicle detection for the automatic high beam feature on your vehicle. OTA Instructions are provided on page 3.

With the release of this update, the interim remedy for this recall is expired, and all affected vehicles will receive this new update with improved oncoming vehicle detection.

If there is no software update prompt on the display, please visit: <https://www.volvotrucks.us/recalls/> to check the status of RVXX2511 on your vehicle.

TIME REQUIRED FOR THE REPAIR

The time required to repair your vehicle is approximately 0.3 hours.

WHAT YOU SHOULD DO

Contact your local Service Center if you prefer the dealership perform the remedy or if RVXX2511 is incomplete. Repairs will be performed at no cost to you.

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.

VOLVO

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.

OWNER RECALL RESPONSE CARD

The enclosed "Notice of Vehicle Recall" identifies your vehicle. If you no longer own the vehicle, please help us update our records by completing the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

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

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

PRE-NOTIFICATION REMEDIES:

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>.

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. To qualify, repairs must have been completed between 11/20/2024 and 1/29/2026.

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.

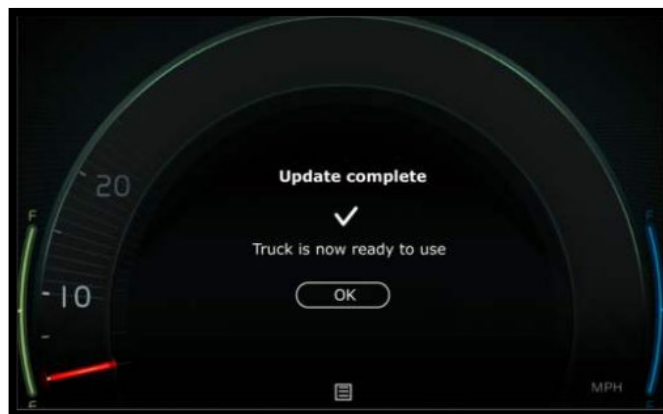
VOLVO TRUCKS NORTH AMERICA

OTA Programming

1. Make sure the truck is outside, park on a level surface, key on engine off, battery sufficiently charged, and parking brake set.
2. Software available should appear in the instrument display.
3. Select to proceed.



4. Software will start updating.
5. Once the software is updated, select ok.



6. Return the truck back to service.

In the event where an update fails to complete, access the maintenance menu to reperform the update. Or, you can call an uptime agent to support with the download. The on-screen prompt will provide the agent's contact number to help with the operation.

If the screen remains black for 5 minutes or longer, please refer to the recovery information on the sun visor or call an agent for assistance.