

**IMPORTANT SAFETY RECALL RVXX2501  
NHTSA RECALL # 25V-055 INTERIM**

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 a defect which relates to motor vehicle safety exists in certain 2023 to 2025 Volvo VNRE (electric) model vehicles manufactured from June 01, 2022 through November 6, 2024.

*This is an interim letter since the remedy procedures are not yet available and being developed at this time. 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 the procedure to implement the Safety Recall remedy. We will send you another notification when the remedy is available.*

- SAFETY DEFECT:** Your vehicle is equipped with BorgWarner Akasol Gen 3 batteries that may have been manufactured incorrectly.
- SAFETY RISK:** Suspect batteries could have incorrectly tightened hardware that may become loose and fall inside the battery pack. This loose hardware could create short circuits inside the battery cells. A short circuit inside the battery cells can cause the battery to overheat which may lead to a fire.
- PRECAUTIONS YOU CAN TAKE:** There are no precautions you can take other than having your vehicle repaired by a Volvo Parts and Service Center. Recall repairs will be performed 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:** *Remedy procedures are being developed at this time. A second notice will be mailed to you once remedy and parts become available.*
- 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](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. To qualify, repairs must have been completed between February 5, 2024 and April 16, 2025.

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**