

**IMPORTANT SAFETY RECALL RVXX2511**  
**NHTSA RECALL #25V804 INTERIM NOTICE**

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.

*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 corrected software to implement the final Safety Recall remedy. We will send you another notification when the final remedy is available.*

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| <b>SAFETY DEFECT</b>                     | 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.  |
| <b>SAFETY RISK</b>                       | High beams that do not automatically switch to low beam may create reduced visibility for other road users, increasing the risk of a crash.  |
| <b>WHAT SHOULD YOU DO IN THE INTERIM</b> | <p>As an interim remedy, an over-the-air (OTA) software update that includes an interim safety recall remedy has been released to disable the automatic high beam feature, removing the safety risk. OTA instructions are provided on page 3. Software with corrected oncoming vehicle detection is under development. Owners will be notified when the final remedy is available.</p> <p>If there is no software update prompt on the display, please visit: <a href="https://www.volvotrucks.us/recalls/">https://www.volvotrucks.us/recalls/</a> to check the status of RVXX2511 on your vehicle.</p> |
| <b>PRECAUTIONS YOU CAN TAKE</b>          | Drivers can manually switch to low beam lights when vehicles are approaching, and manually switch back to high beam lights.  |
| <b>TIME REQUIRED FOR THE REPAIR</b>      | The time required to repair your vehicle is approximately 0.3 hours.   |
| <b>WHAT YOU SHOULD DO</b>                | Contact your local Service Center if you prefer the dealership perform the interim remedy or if RVXX2511 is incomplete. Repairs will be performed at no cost to you.   |

# V O L V O

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.

## **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 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.

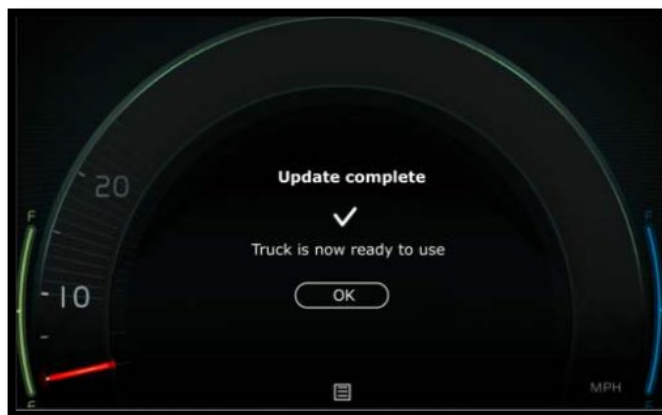
**VOLVO TRUCKS NORTH AMERICA**

**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.