

# NON COMPLIANCE RECALL

Volvo Trucks North America

Greensboro, NC USA



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Date	Number	Release	Page
10.2019	<b>EC0022A</b>	<b>01</b>	<b>1(7)</b>

**SCR Hardware Replacement, 11L - 1 box  
VN, VHD**

## NON COMPLIANCE RECALL INFORMATION

(October 2019)

Volvo has determined that certain model year 2017-2018 D11 model engines may be equipped with an improperly functioning SCR (Selective Catalytic Reduction) system due to Low NOx Conversion Efficiency DTC (Diagnostic Trouble Code), which may cause a loss of catalyst performance that violates Federal and California standards and regulations. The root cause is that water is chemically bonding and deactivating the catalyst during extended low temperature operation followed by high temperature operation.

This issue is to be addressed by replacing the SCR System with one containing an improved hybrid catalyst.

Follow the procedure outlined in this document.

## VEHICLES AFFECTED

Certain Volvo North America vehicles manufactured between January 17th, 2017 and September 4th, 2018.

## VEHICLE QUANTITY

There are 225 vehicles affected by this recall (173 U.S., 52 Canada).

## Material Needed

### REQUIRED PARTS:

#### Parts Ordering Process

An email is required to order parts list. Email [SCcampaign@volvo.com](mailto:SCcampaign@volvo.com) and include the following in the body of the email:

- VIN of vehicle being repaired
- Dealer ID number
- Part Numbers
- Campaign Number
- PO number

A response will be provided within 2 hrs. (Monday-Friday 8am to 5pm EST.)

<b>Parts List</b>			
Item	Part Number	Part Description	Quantity
1	23159384 Superseding to 23160668	Muffler (Fully Contented, Hybrid SCR with T4) Superseding to Muffler (Decontented, Hybrid SCR with T4) <b>(See Note Below)</b>	1
2	997711	Plug for T4 Sensor	1
3	21021850	Clamp	2
4	21095726	Gasket	2
5	21376801	Sealing Plate	1
6	22677399	Gasket	1
7	23108406	Clamp and Gasket Kit <b>NOTE:</b> only required for Decontented SCR.	1
8	85152363	Decal (Campaign Completion Decal) <b>NOTE:</b> N/A if previously installed on truck	1
9	N/A	Vehicle Emissions Recall – Proof of Correction Certificate US-CAN (EN) <b>NOTE:</b> See last page of recall for this form	1

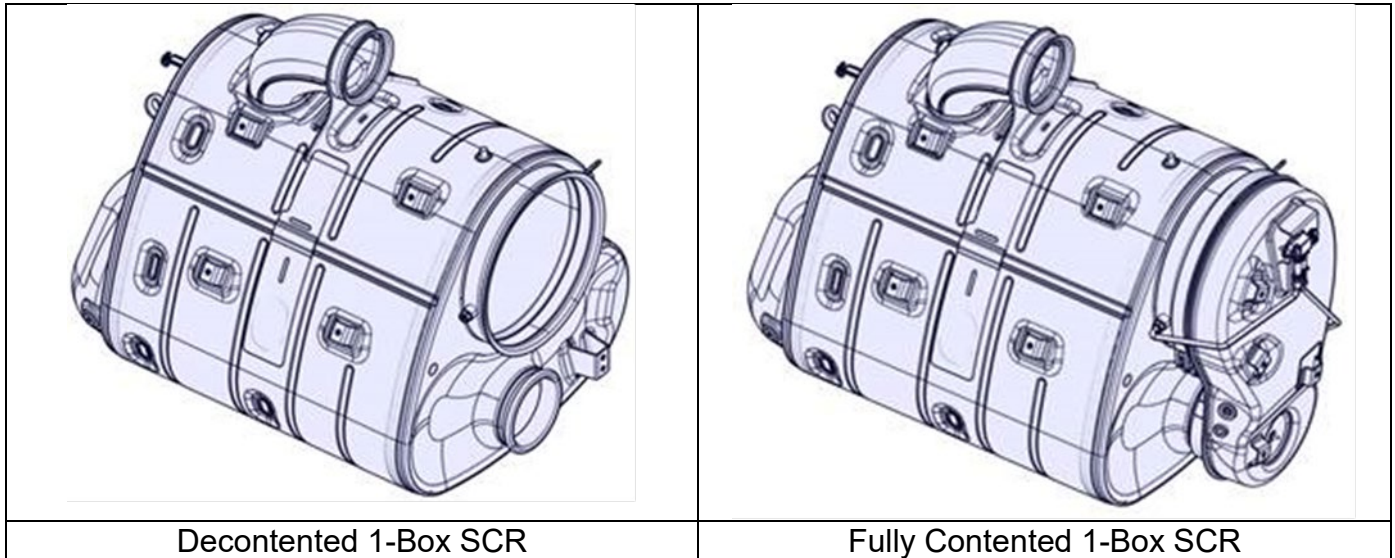
### NOTE

During fourth quarter of 2019, the fully contented 1-box (Complete, with DPF preinstalled) will supersede to a Decontented 1-box (without, DPF, DPF Cover, and DPF Pressure Sensor installed). Please verify you have the correct parts for the repair you are completing.

**Repair**

1. Follow standard repair instructions from impact for specific VIN.

**NOTE:** steps for installing DPF can be skipped for repairs that received a fully contented 1-Box.



Impact Instructions		
Function Group	Title	Repair Operation
258	Aftertreatment Selective Catalytic Reduction (SCR) Catalyst, Replacement	2586-03-02-10





**REIMBURSEMENT**

<b>NOTE</b>
All repairs are to claim the Primary Labor Code of 2586-03-02-10, Muffler, Replacement (Combined DOC, DPF, SCR) Decontented. <b>Regardless</b> of the 1-box received for the repair being a Fully Contented or Decontented unit.

<b>This repair is covered by an authorized Safety Recall campaign. Reimbursement is obtained through the normal claim handling process.</b>	
	<b>UCHP Reimbursement</b>
<b>Claim Type</b> (used only when uploading from the Dealer Business System)	40
<b>Recall Status</b>	
Vehicle repaired per instructions	1-Modified per instructions
<b>Labor Codes</b>	
<b>Primary Labor Code:</b> Muffler, Replacement (Combined DOC, DPF, SCR). Decontented	<b>2586-03-02-10</b> <b>1.7</b> <b>1.8</b> <b>1.9</b>
<b>Causal Part</b>	21970118
<b>Authorization Number</b>	M0064

**Note:** Dealers are to perform Non Compliance Recall on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles are subject to a Recall are brought to your dealership for service, or taken into your dealership vehicle inventory, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is sold or released to the owner.

