

# NON COMPLIANCE RECALL

**VOLVO**

**Volvo Trucks North America**

Greensboro, NC USA

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Date	Number	Release	Page
10.2019	<b>EC0022B</b>	<b>01</b>	<b>1(5)</b>

**SCR, Label Only - 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.

It has been identified that trucks in this recall have previously replaced the SCR System under warranty with one containing an improved hybrid catalyst. To document the SCR replacement and to maintain compliance with regulations, a Campaign Completion Label and a Vehicle Emission Recall/Proof of Correction Certificate (US-CAN) is required to be issued to the vehicle.

## VEHICLES AFFECTED

Certain Volvo North America vehicles manufactured between January 19th, 2017 and July 23th, 2018.

## VEHICLE QUANTITY

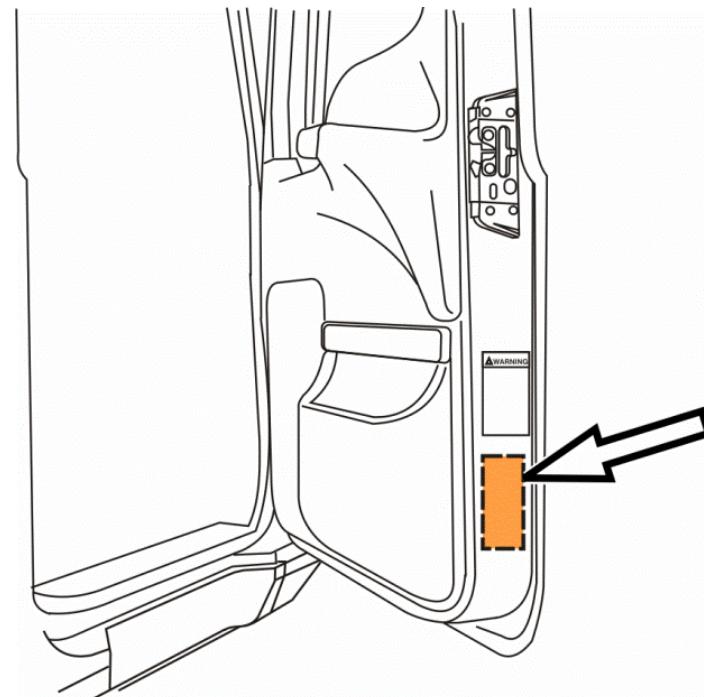
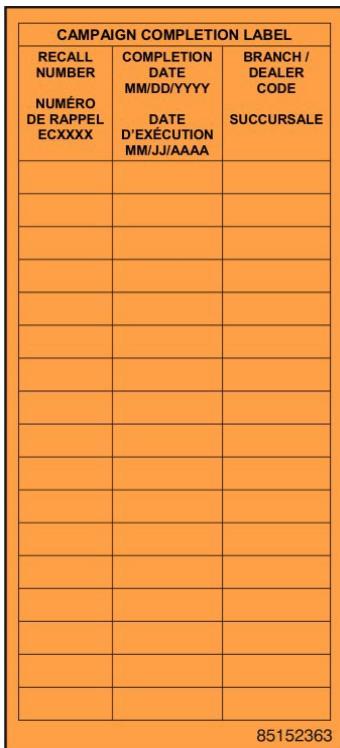
There are 28 vehicles affected by this recall (25 U.S., 3 Canada).

Parts List			
Item	Part Number	Description	Qty
1	85152363	Campaign Completion Label <b>NOTE:</b> N/A if previously installed on truck	1
2	N/A	Vehicle Emissions Recall – Proof of Correction Certificate US-CAN (EN) <b>NOTE:</b> See last page of recall for this form	1

## Label Instructions

### NOTE

A campaign completion label (part number 85152363) needs to be installed on truck if not previously installed. To signify the campaign has been completed, use a permanent marker (Such as a Sharpe ®) to write the recall number, completion date (MM/DD/YYYY) and dealer code on the label. The label is to be applied to the inside of the passenger door as shown in the illustrations below



Label Placement- Conventional Chassis Configuration

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**NOTE**

A Vehicle Emissions Recall – Proof of Correction Certificate is provided on last page of this recall. See the example below. Fill in the appropriate information for your records and provide a copy to the customer.

Vehicle Emissions Recall - Proof of Correction				
License Number	Make	Year Model	Year Model	Vehicle Identification Number
Manufacturer:		Recall Number:		
The above described vehicle has been repaired, modified to address the Emissions Related Recall that is listed above.				
Dealer's	Address, City, State			
_____ Dealer's Authorized Signature				
X _____				
Return this certificate to DMV only when required - otherwise retain for your records.				

## REIMBURSEMENT

<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>	
Primary Labor Code: Recall Completion Certification	1900-06-09-01 0.2 hrs
<b>Causal Part</b>	21970118
<b>Authorization Number</b>	M0074

**Note:** Dealers are to perform Safety Recall Campaigns 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.

**Vehicle Emissions Recall - Proof of Correction**

License Number	Make	Year Model	Year Model	Vehicle Identification Number

Manufacturer:

Recall Number:

The above described vehicle has been repaired, modified to address the Emissions Related Recall that is listed above.

Dealer's  
Address, City, State

Dealer's Authorized Signature

X

Return this certificate to DMV only when required - otherwise retain for your records.