



Recall Alerts

To: Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Region: U.S.
 CAN

Bulletin: NCRA-2020-V01

Date: January 20, 2020

Valid to: N/A

Action Required? Yes No

From: Gerard Hones, Regulatory Specialist Government Reporting

Subject: Emissions Recall Scope Expanded, Recall EC0020 & EC0022 SCR System

This notice is to inform you that Recall EC0022 is being expanded to include additional vehicles. The original recall focused on applications where the degradation was more likely to occur, such as refuse and vocational applications. The extension of the recall is to address the rest of the vehicle population with a 2017-2018 D11 model engine with a 1-Box SCR.

Volvo has determined that certain model year 2017-2018 D11/D13 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 will be addressed by replacing the SCR System with one containing an improved hybrid catalyst. The repair is available to all eligible vehicles regardless of mileage, warranty status, and maintenance history.

This will increase the number of vehicles affected to two thousand one hundred forty-six (2,146 in total; 1,773 U.S., 353 Canada). The vehicle model years and models affected are 2017-2019 VAH, VHD, VNL, VNM, and VNR.

The repair instructions previously released are valid for this recall.

Owner notifications letters will be mailed to owners of the added vehicles by July 31, 2020. A copy of the owner notification letter and list of affected vehicles is posted on the Dealer Portal.

For emissions recalls, the dealer is required to provide a proof of correction certificate to the owner and to install a campaign completion label on the vehicle at the time of repair. Examples of these are posted on the dealer portal. The repair instructions include examples of these as well.

If you have questions or concerns about this recall, contact the Regulatory Affairs Department at vtna.regulatoryaffairs@volvo.com.



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The following Q&A is intended to help you answer customer questions about the SCR hardware update to certain model year 2017-2019 trucks.

Q: What component is potentially degrading?

- A component in the SCR system used to reduce nitrogen oxides (NOx).

Q: What's causing the degradation?

- Water is chemically bonding and deactivating the catalyst during extended low temperature operation followed by high temperature operation

Q: What is the fix?

- We will replace the SCR system with one containing an improved catalyst.

Q: How long will the replacement take?

- About three hours

Q: I have other 2017-2019 MY vehicles. Why aren't they being recalled? Will they be eventually?

- We're continuing to discuss this with the authorities; it's too soon to discuss the potential for further actions.

Q: How did you determine which trucks to recall?

- The population was agreed on with the authorities based on a number of factors, including our testing, statistical analysis, and parts availability.



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