

Part 573 Safety Recall Report

19V-032

Manufacturer Name : Volvo Trucks North America

Submission Date : OCT 30, 2019

NHTSA Recall No. : 19V-032

Manufacturer Recall No. : RVXX1901



Manufacturer Information :

Manufacturer Name : Volvo Trucks North America

Address : 7900 National Service Road
Greensboro NC 27409

Company phone : 800 528 6586

Population :

Number of potentially involved : 1,450

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2018-2019 Volvo VNL

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain VNL model vehicles manufactured from April 3, 2017 to June 11, 2018 with an automated manual transmission using certain Eaton ECA Clutches. Vehicles were selected based on information supplied by Eaton which included the part number (Eaton PN: 122002-35; Volvo PN: 21649090) and build dates of the transmissions in question.

Production Dates : APR 03, 2017 - JUN 29, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Reference 18E-102. Eaton determined that "An internal component within the clutch assembly may be outside of specification and fail, which in special circumstances could cause such clutch component to inhibit clutch departure."

Note: Information in quotes is from Eaton's 573 and/ or 577 documents. This applies to all sections within this defect report.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : "If clutch departure becomes inhibited, unintended vehicle motion could occur. Accordingly, the defect can cause a vehicle impact with prior warning."

Description of the Cause : The defect was caused by a failure to meet manufacturing specifications for a component with the clutch.

Identification of Any Warning "The prior warnings may include increased vibration, noises, and/or rocking of the cab or, if the vehicle is equipped, an audible warning and/or a visual

that can Occur : display alternating between “AN” and the engaged gear (e.g., R, 1, 2, 3, etc.) on the instrument panel."

Supplier Identification :

Component Manufacturer

Name : Eaton
Address : 1000 Eaton Blvd
Cleveland OHIO 44122
Country : United States

Chronology :

October 26, 2018 Volvo Trucks North America (Volvo) receives information from Eaton Corporation of a potential issue with certain clutches.

November 9, 2018: Phone conference between Volvo and Eaton Corporation; further sharing of information.

November 21, 2018 through December 10, 2018 Volvo investigation to determine affected vehicles and review product in factory

December 6, 2018: Volvo Regulatory Affairs and Purchasing department receives 577 letter from Eaton Corporation.

December 14, 2018 Draft defect reports prepared and information supplied to Volvo Regulatory Affairs for review.

January 14, 2019 Volvo submits defect report that outlines affected Volvo products and timeline for product repairs.

Description of Remedy :

Description of Remedy Program :	Eaton will remedy the defect by providing a software update, but in certain circumstances at its option, Eaton may repair physical components in addition to providing a software update, replace the clutch, or provide a refund of the purchase price.
How Remedy Component Differs from Recalled Component :	See Eaton 573 report (NHTSA # 18E-102)
Identify How/When Recall Condition was Corrected in Production :	See Eaton 573 report (NHTSA # 18E-102). Note: Mack Production was not affected.

Recall Schedule :

Description of Recall Schedule : Dealer Notifications are planned for Jan. 18, 2019. Owner letters will be mailed on or before February 14, 2019.

Planned Dealer Notification Date : JAN 18, 2019 - JAN 18, 2019

Planned Owner Notification Date : FEB 14, 2019 - FEB 14, 2019

* NR - Not Reported