

Part 573 Safety Recall Report

21V-781

Manufacturer Name : Volvo Trucks North America

Submission Date : OCT 28, 2021

NHTSA Recall No. : 21V-781

Manufacturer Recall No. : RVXX2104



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 : 162

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 Volvo VNL

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Vehicle selection was based on variant codes and build dates.

The affected vehicles have suspect software, where the not affected vehicles has correct software.

The total number of affected vehicles is one hundred thirteen (113). The make, model, and build dates involved include certain 2022 VNLs manufactured from January 4, 2021 to October 4, 2021 with a Cummins engine and an Eaton transmission. The software issue is with Volvo Electronic Control Unit software; It is not a Cummins or Eaton issue.

Production Dates : JAN 04, 2021 - OCT 04, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : A software issue allows the transmission to shift to neutral without driver input when the truck is moving.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An unexpected shift to neutral may result in driver distraction, which may result in a vehicle crash.

There are no reports of injury; therefore, Volvo considers this as a proactive measure to protect the public and Volvo's customers from the potential risk associated with this defect

Description of the Cause : Software defect, Volvo programming of the vehicle electronic control unit.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Vehicle Electronic Control Unit (VECU) software

Component Description : Vehicle control and interface with the engine and transmission control units

Component Part Number : 24157085 (Volvo Software)

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

September 17, 2021 Products Reliability received field service report of truck shifting to neutral without driver intervention. Reliability Engineer reports case to Volvo Product Safety Working Group (PSWG). Investigation opened.

September 27, 2021 PSWG meets to review materials. Decision made to raise the potential issue to the Product Safety Committee (PSC) for review and determination.

September 30, 2021 PSC meets and determines that a safety-related defect exists.

October 6, 2021 Volvo notifies NHTSA that a safety-related defect has been determined and that a voluntary safety recall will be performed to address the affected vehicles.

October 11, 2021 Corrected the recall number. The recall number is RVXX2104

October 11, 2021 Changed dealer notification date to October 19, 2021

October 28, 2021 Changed descriptive information section to remove the references to ISL and Durant as they were not correct.

The total number of reports associated with this recall includes 1 field report involving 4 vehicles. There are no reports of property damage claims, personal injury, or deaths associated with this product safety-related defect.

Description of Remedy :

Description of Remedy Program : The repair involves reprogramming the vehicle electronic control module. Pre-remedy repairs are not expected, but if received will be addressed using our pre-notification remedy plan on file with NHTSA. .

How Remedy Component Differs from Recalled Component : The VECU has programming that does not exhibit the condition.

Identify How/When Recall Condition was Corrected in Production : By October 4, 2021, a stop delivery was issued. Vehicles in our possession will be addressed before release.

Recall Schedule :

Description of Recall Schedule : Dealer notification letters will be released by Oct. 13, 2021. Owner's will be notified by Nov. 24, 2021.

Planned Dealer Notification Date : OCT 19, 2021 - OCT 19, 2021

Planned Owner Notification Date : NOV 24, 2021 - NOV 24, 2021

* NR - Not Reported