



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

January 30, 2023

Mr. Gerard Hones  
Volvo Trucks North America  
7900 National Service Road  
Greensboro, NC 27409

NEF-107DR  
23V-025

**Subject:** Truck Cabin Heater May Catch Fire

Dear Mr. Hones:

This letter serves to acknowledge Volvo Trucks North America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

VOLVO/VNRE/2019-2023

**Mfr's Report Date:** January 23, 2023

**NHTSA Campaign Number:** 23V-025

**Components:**

ELECTRICAL SYSTEM:WIRING:SWITCHES/KNOBS/BUTTONS

**Potential Number of Units Affected:** 137

**Problem Description:**

Volvo Trucks North America (Volvo Trucks) is recalling certain 2019-2023 VNRE battery electric trucks. The cabin heater relay may fail, causing the coolant heater to overheat.

**Consequence:**

A coolant heater that overheats can increase the risk of fire.

**Remedy:**

Dealers will update the software for the Hybrid Powertrain Control Unit and Instrument Cluster, and install replacement relays, free of charge. Owner notification letters are expected to be mailed March 19, 2023. Owners may contact Volvo Trucks customer service at 1-800-528-6586. Volvo Trucks number for this recall is RVXX2301.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Volvo Trucks North America's contact for this recall will be Darishea Rollins who may be reached by email at [darishea.rollins@dot.gov](mailto:darishea.rollins@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement