



**IMPORTANT SAFETY RECALL RVXX2301  
NHTSA RECALL # 23V-025**

**DEAR VOLVO TRUCK OWNER:**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notice applies to your vehicles, VIN list enclosed.

Volvo Trucks North America has decided that a defect which relates to motor vehicle safety exists in certain 2019 to 2023 Volvo VNR electric model vehicles manufactured from June 29, 2018 through September 14, 2022.

**SAFETY DEFECT:** On a small number of VNR Electric models, a relay for the coolant heater could fail. If this happens, the heater could stay energized when there is no coolant flow or a low coolant level.

**SAFETY RISK:** A coolant heater that stays energized could create the risk of a fire.

**PRECAUTIONS YOU CAN TAKE:** There are no precautions you can take other than having your vehicle repaired by a Volvo Parts and Service Center.

**TIME REQUIRED FOR THE REPAIR:** The time required to repair your vehicle is approximately 1 hour.

**WHAT YOU SHOULD DO:** You should contact the nearest Volvo Parts and Service Center and make an appointment. Dealer will update the hybrid powertrain control unit and instrument cluster software. The dealer will also install replacement relays. Recall repairs will be provided at no charge to you.

You can locate the closest Volvo Parts and Service Center by going online to <http://www.volvo.com/trucks/na/en-us/dealers/> and selecting “Dealer Locator” or by calling our toll-free number: (800) 528-6586.

**NOTICE REGARDING  
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle’s title, of any five or more leased vehicles (as defined in CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**OWNER RECALL  
RESPONSE CARD:**

The enclosed “Notice of Vehicle Recall” identifies your vehicle. If you no longer own the vehicle, please help us update our records by completing the “Vehicle Disposition Record” portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

**ASSISTANCE/  
COMPLAINTS:**

If your vehicle has not been repaired within a reasonable time after delivering it to a Volvo Parts and Service Center, please contact:

Volvo Trucks North America  
Regulatory Affairs Department,  
P.O. Box 26115  
Greensboro, NC 27402-6115  
[vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com)

If you still cannot obtain satisfaction, and your dealer or Volvo is unable to remedy the defect without charge or within a reasonable amount of time, you may file a complaint with:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

**PRE-NOTIFICATION  
REMEDIES:**

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses.

Submit copies of all documentation supporting your claim according to the rules specified in the “General Plan for Reimbursement of Pre-notification Remedies” provided in this mailing.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo’s commitment to provide our customers with the best possible product.

**VOLVO TRUCKS NORTH AMERICA**