

Safety Recall

Volvo Trucks North America

Greensboro, NC USA

VOLVO

| Release Date | Number | Release | Page |
|--------------|----------|---------|------|
| 03.2023 | RVXX2301 | 02 | 1(3) |

Torque specifications updated in Impact

**ESS Heater Relay
VNE**

RECALL INFORMATION

Revised (March 31, 2023)

Volvo Trucks has determined that certain 2019-2023 model year VNE vehicles could have the potential risk of an Energy Storage System (ESS) Electric Heater Relay staying energized. On affected vehicles the ESS Heater Relay could stay energized(latched) and in a no flow or low coolant level condition could result in the coolant heater experiencing a thermal event posing the risk of property damage and/or personal injury.

Volvo Trucks has not received any complaints or reports of vehicle crashes because of this safety issue; therefore, Volvo considers this as a proactive measure to protect the public and Volvo's customers from the potential risk associated with this defect.

To ensure that these vehicles meet Volvo's stringent quality requirements, follow the instructions outlined below to replace the ESS electric heater relays, run an accessory kit, and update programming for certain electronic control modules.

VEHICLES AFFECTED

Certain Volvo North America vehicles manufactured between June 29, 2018, through September 14, 2022.

VEHICLE QUANTITY

There are 139 vehicles affected by this recall (135 U.S, 4 Canada).

Parts

| Part Number | Part Description | Quantity |
|-------------|------------------|--|
| 20709545 | Heater relay | 3 or 4 depending on if you have Active or Passive Cooling (see Impact) |

Repair Instructions

1. Secure vehicle for service.
2. Follow operation **3119-03-02-11** in Impact for replacement of the ESS Electric Heater Relays.

Important Note!

Do not perform steps 70-72 in the repair instructions. The relay counter will be added and set to zero with the accessory kit install.

Software Install

3. Connect to vehicle using PTT.
4. Using PTT insure the (IC) instrument cluster has the latest SW installed. If not, program the IC using operation **1700-08-03-39** Under the program tab.

Important Note!

If the IC is not at the correct SW level the accessory kit will not complete and a pop-up message will appear.

5. Run operation **1700-22-03-06** in PTT under the program tab, to install the Accessory kit Part number **85165316**
6. After the accessory is installed program the DC/DC Control Unit (DCU) using operation **3223-22-03-01** in PTT under the program tab.
7. Clear any DTC.
8. Return vehicle to service.

REIMBURSEMENT

| | |
|---|-----------------------------|
| This repair is covered by an authorized safety recall. Reimbursement is obtained through the normal claim handling process. | |
| | UCHP Reimbursement |
| Claim Type (used only when uploading from the Dealer Business System) | 40 |
| Recall Status | |
| Vehicle repaired per instructions | 1-Modified per instructions |
| Labor Codes | |
| 3119-03-02-11 Relays, Electric Heater ESS, Replacement | 1.0 |
| 3810-22-03-11 Program Instrument Cluster | 0.4 |
| 1720-16-09-01 Campaign, General X5 | 0.5 |
| Causal Part | 20709545 |
| Authorization Number | C6651 |

Note: Dealers are to perform this Safety Recall Campaign on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles are subject to a Safety Recall are brought to your dealership for service, or taken into your dealership vehicle inventory, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is sold or released to the owner.