



Recall Alerts

To: Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Region: U.S.
 CAN

Bulletin: SRA-V23-11
Date: October 19, 2023
Valid to: N/A
Action Required? Yes No

From: Corey Martin, Product Regulation Specialist
Subject: Safety Recall RVXX2311, Draglink Castle Nut Torque

Description of Defect:

Insufficient torque on the castellated nut on the pitman arm to the drag link.

If the pitman arm to drag link connection should fail in operation, there could be a loss of control of the vehicle which could result in a crash.

There have been no field reports, warranty claims or customer complaints associated with this issue.

The remedy will be to inspect the castle nuts, re-torque and install new cotter pins.

Models/ Model Years Affected:

Certain 2024 VNL, VNR and VHD vehicles manufactured from July 21, 2023 through September 09, 2023.

Vehicle Quantities:

2,184 vehicles (1,946 US, 238 Canada)

Dealer's Responsibility:

The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act requires dealers to ensure that all new and used vehicles are free of safety defects and comply with all relevant safety standards at the time of delivery to the consumer.

Dealers should make their personnel aware of the safety recall. In the event that a dealer has a vehicle included in the safety recall in their inventory to be sold, the condition must be corrected before releasing it to a customer.

Release Schedule:

- Vehicle list will be posted on the Trucks Dealer Portal October 19, 2023.
- Owner notification letters will be released on or before December 04, 2023.
- Repair Instruction will be released once they are available.

If you have questions or concerns about this recall, contact the Regulatory Affairs Department at vtna.regulatoryaffairs@volvo.com.