



Recall Alerts

To: Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Region: U.S.
 CAN

Bulletin: SRA-V20-04
Date: September 18, 2020
Valid to: N/A
Action Required? Yes No

From: Gerard Hones, Regulatory Specialist Government Reporting
Subject: Safety Recall RVXX2004, Pedal Plate

Description of Defect:

The die cast pedal plate may have a casting process issue that can result in failure of the pedal plate at one of three attachment ears that support the brake pedal shaft. If the attachment ear fails and the brake pedal shaft works its way out of one of the two other attachment holes, the brake pedal may dislodge, making the brake pedal inoperable. An inoperable brake pedal presents a risk of a vehicle crash.

There are no reports of an inoperable brake pedal or a vehicle crash related to this issue. Volvo considers this a proactive measure to protect the public and Volvo's customers from the potential risk associated with this defect.

Models/ Model Years Affected:

Volvo: 2020 & 2021 VAH, VHD, VNL, & VNR model vehicles manufactured from October 15, 2019 through August 14, 2020.

Vehicle Quantities:

13,264 (Canada 1,829, Mexico 259, and 11,176 USA)

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:

- The vehicle list is posted on the Trucks Dealer Portal.
- The inspection procedure is posted on the Trucks Dealer Portal.
- Owner notification letters will be mailed by October 30, 2020

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



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Q: Are the vehicles safe to operate prior to an inspection/fix?

- Yes
- An initial failure of the pedal plate does not make the brakes inoperable. The plate has multiple attachment points for the brake pedal shaft.
- We expect the driver will feel looseness in the brake pedal before the problem can progress to the point where the brake pedal would-become inoperable.
- We do not expect a high percentage of vehicles being recalled to have the issue, based on review of over 2,000 parts.
- To our knowledge, the only instance in which the problem occurred was during an aggressive test that involved repeatedly hitting the brakes, and even then, the pedal did not become inoperable during the test. Rather, the driver felt looseness in the pedal.

Q: How/when, will you advise owners?

- Owners will be notified by first class mail by October 30.
- We will inform the owners to schedule an appointment with an authorized Volvo Service Provider, who will inspect and/or repair the vehicle free of charge.

Q: What should customers with an affected vehicle do?

- Customers with affected vehicles should have their vehicle(s) inspected/ repaired by an authorized Volvo Service Center once notified by Volvo.

Q: What is the fix?

- Inspect the pedal plate and replace it if necessary. The inspection procedure is posted on the Trucks Dealer Portal.
- Repair instructions will become available the week of September 21, 2020.

Q: What is the cause?

- A casting process issue (i.e. a manufacturing defect) at our supplier's forging plant

Q. What should I do with new vehicle inventory that has not been sold or delivered to owners?

- You should use the inspection procedure provided on the Trucks Dealer Portal to determine whether the pedal plate requires replacement.
- Vehicles that pass the pedal plate inspection can be released to customers.
- Vehicles found with pedal plates that contain the defect must be repaired before they can be released to a customer.

Q. Are pedal plates available and if/not when will they be available?



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- The part is currently blocked until sufficient stock is available in the PDC. A VOR order will need to be placed if required to satisfy a vehicle off road situation.

Q. What do I do with pedal plates in my parts inventory?

- The parts in inventory should be inspected per the inspection criteria, and if found suspect, a parts warranty claim is to be filed. The part will be triggered to be returned to TMAC following normal processes.

Q. What do I do with pedal plates that are defective that are removed from affected vehicles?

- Claims filed for replacement of a defective pedal plate will be triggered to be returned to TMAC following normal processes.