



Recall Alerts

To: Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Region: U.S.
 CAN

Bulletin: SRA-V21-04
Date: October 19, 2021
Valid to: N/A
Action Required? Yes No

From: Gerard Hones, Regulatory Specialist Government Reporting
Subject: Safety Recall RVXX2104, Cummins with Eaton Transmission

Description of Defect:

Volvo has determined that on certain trucks with Cummins power and Eaton transmission may shift to neutral without the driver selecting neutral. The risk to operational safety is driver distraction. This issue only affects Volvo product.

The vehicles will be repaired with a software fix.

Models/ Model Years Affected:

Certain 2022 Volvo VNL model vehicles manufactured from January 4, 2021 through October 4, 2021.

Vehicle Quantities:

Volvo 162 (all US)

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, 2021.
- Owner notification letters will be released on or before November 24, 2021.

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