

Part 573 Safety Recall Report

24V-396

Manufacturer Name : Volvo Trucks North America**Submission Date :** JUN 04, 2024**NHTSA Recall No. :** 24V-396**Manufacturer Recall No. :** RVXX2402**Manufacturer Information :**

Manufacturer Name : Volvo Trucks North America

Address : 7900 National Service Road
Greensboro NC 27409

Company phone : 800 528 6586

Population :

Number of potentially involved : 488

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2025-2025 Volvo VN, VNRe,VHD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is defined by vehicles built from April 10, 2024 through May 24, 2024 that may have been built with suspect draglinks.

Volvo/VN,VNRe,VHD/2025

Production Dates : APR 10, 2024 - MAY 24, 2024

VIN Range 1 : Begin : 4V5NG9EH0SN677463 End : 4V4WC9EH4SN675235 ☒ Not sequential**Description of Defect :**

Description of the Defect : Vehicles may have been built with draglinks containing a ball stud with improper heat treatment.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Failure of the ball stud could result in a sudden loss of steering which increases the risk of a crash.

Description of the Cause : Supplier mixed improperly hardened ball studs, resulting from experimental heat treatment process, with production-ready ball studs shipped to manufacturers.

Identification of Any Warning that can Occur : There is no warning prior to occurrence.

Involved Components :

Component Name 1 : LINK
Component Description : ROD
Component Part Number : 2066804

Supplier Identification :

Component Manufacturer

Name : USK Internacional S.A. de C.V.
Address : Avenida Huehuetoca S/N
Cuautitlan Izcalli Foreign States 54713
Country : Mexico

Chronology :

May 25, 2024: Mack notified by supplier of the potential that experimental ball studs were shipped in error.
May 28, 2024: Product Safety Evaluation Committee informed of a potential issue involving experimental heat treated ball studs. Investigation opened with testing results on-going.
May 29, 2024: Failure of the ball stud during vehicle operations within our factory with no personnel injury or property damage.
May 30, 2024: Product Safety Evaluation Committee evaluates and raises to Product Safety Committee.
May 30, 2024: Product Safety Committee determination of product defect. The committee also determined tha owners must be notified and instructed to not drive their vehicles until repairs have been completed.

There have been no accidents or injuries associated with this issue, there have been no warranty, or customer complaints. There is one occurrence of a ball stud failure at a Volvo Group factory.

Description of Remedy :

Description of Remedy Program :	Vehicles will be recalled. The remedy will consist of an inspection for the impacted date range. Any suspect draglinks will be replaced. Reimbursement for the recall will be covered by Manufacturer's Reimbursement Plan on file with NHTSA.
How Remedy Component Differs from Recalled Component :	Remedied component will have a properly heat treated ball stud. PN# 20966804 LINK-ROD
Identify How/When Recall Condition was Corrected in Production :	An Internal Campaign was launched to correct vehicles in production May 29, 2024.

Recall Schedule :

Description of Recall Schedule :	Dealer notification will begin on June 11, 2024 and owner notification will begin on or before August 3, 2024.
Planned Dealer Notification Date :	JUN 11, 2024 - JUN 11, 2024
Planned Owner Notification Date :	AUG 02, 2024 - AUG 02, 2024

* NR - Not Reported