

Part 573 Safety Recall Report

24V-397

Manufacturer Name : Volvo Trucks North America**Submission Date :** JUN 04, 2024**NHTSA Recall No. :** 24V-397**Manufacturer Recall No. :** RVXX2403**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 : 424

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2025-2025 Volvo VN/VHD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is defined by vehicles built from January 1 2024 to April 5 2024 that were not able to be inspected by the factory for the suspect ZF Steering Gears.

Volvo/VNL,VNR,VHD/2025

Production Dates : JAN 02, 2024 - APR 05, 2024

VIN Range 1 : Begin : 4V4NC9EH2RN656611 End : 4V4NC9EH6SN66791 ☒ Not sequential**Description of Defect :**

Description of the Defect : Vehicles may have been built with steering gears that may have an improperly seated plug (rivet) in the valve housing.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The loss of the plug (rivet) could lead to a sudden loss of power steering assist which may increase the risk of a crash.

Description of the Cause : Improper manufacturing process controls at our supplier.

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

Involved Components :

Component Name 1 : Steering Gear

Component Description : THP60

Component Part Number : 23455547

Supplier Identification :

Component Manufacturer

Name : ZF Active Safety

Address : Av Las Fuentes 29

El Marques Foreign States 76246

Country : Mexico

Chronology :

March 21, 2024: Volvo notified of sudden loss of power steering fluid from gear.

March 27, 2024: Product Safety Evaluation Committee informed of a potential issue involving the loss of Power Steering Fluid and an investigation is opened.

May 28, 2024: Product Safety Evaluation Committee evaluates the case information and raises to Product Safety Committee.

May 30, 2024: Product Safety Committee determination of product defect.

There have been no accidents or injuries associated with this issue, there have been 17 warranty claims, 3 field reports and no customer complaints.

Description of Remedy :

Description of Remedy Program : Vehicles will be recalled. The remedy will consist of an inspection of the plug and replacing the steering gear with a conforming steering gear from our manufacturer if the plug is not properly seated.
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 installed plug. 23455547, Steering Gear, THP60

Identify How/When Recall Condition was Corrected in Production : An internal campaign was launched to correct vehicles in production March 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