

# VOLVO

Volvo Trucks North America, Inc.

04V-078 ① of ④

February 9, 2004

**VIA EXPRESS MAIL**

Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

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FEB 12 A 9 04  
NHTSA

The following information is submitted in accordance with the requirements of 49 CFR Part 573.5 as it applies to a defect relating to motor vehicle safety.

573.5(c)(1)  
Volvo Trucks North America, Inc.  
P.O. Box 26115  
Greensboro, NC 27402-6115

573.5(c)(2)  
Volvo VHD model, heavy-duty class 8 vehicles assembled by Volvo Trucks North America, Inc. between August 1, 2003, and November 25, 2003.

The vehicles affected by this notification were selected by using the part number of the drag link and vehicle assembly dates.

573.5(c)(3)  
Ninety-two (92) vehicles potentially contain the suspect defect.

573.5(c)(4)  
Percentage of vehicles expected to contain the suspect defect is 100%.

573.5(c)(5)  
The pinch bolt that attaches the drag link to the pitman arm may not have been tightened to the required torque value.

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## 573.5 (c)(6)

- 12-9-03 Production personnel questioned the torque required to tighten the pinch bolt used to assemble the drag link to the pitman arm.
- 12-11-03 It was discovered that the assembly tool used to tighten the pinch bolt was not achieving the torque required tightening the pinch bolt. This condition resulted when the assembly operation was moved from the main production line to another assembly line, and is limited to those units only.
- 2-4-04 As of this date no reports of accidents or injuries have been reported attributable to this issue.
- 2-3-04 Volvo Trucks North America, Inc. decided that the condition described in this notification constitutes a defect and that such defect is safety related.

## 573.5(c)(7)

Not applicable

## 573.5(c)(8)

Volvo Trucks North America, Inc. will initiate a voluntary owner notification, and recall of all 92 vehicles built with drag link to pitman arm pinch bolts that may not be under torqued.

The recall repair will consist of the replacement of the drag link to pitman arm pinch bolt and tightening the new bolt to the required torque value.

The number, which has been assigned to this recall by Volvo Trucks North America, Inc., is RVXX0401.

The recall is tentatively scheduled to commence within 30 working days from the date of this notification.

Very Truly Yours



Charles D. Powell  
Recall Administrator

**DRAFT  
COPY**

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2004 FEB 13 A 11: 23

OFFICE OF VOLVO TRUCKS  
SAFETY DEPARTMENT**SAFETY RECALL RVXX0401  
MARCH 2004****Dear Volvo Truck Owner:**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Trucks North America, Inc. has decided that a defect that relates to motor vehicle safety exists in certain VHD model vehicles built between August 1, 2003, and November 25, 2003.

- SAFETY DEFECT:** The pinch bolt that attaches the steering drag link to the steering pitman arm may not have been sufficiently tightened.
- POTENTIAL RISK:** This condition could allow the pinch bolt to loosen and allow the drag link and pitman arm to separate, resulting in uncontrollable steering and potential for a vehicle crash.
- PRECAUTION YOU CAN TAKE:** There are no precautions you can take other than having your vehicle repaired.
- REPAIR:** At no charge to you regardless of your vehicle's age or mileage, a Volvo truck dealer will install a new pinch bolt and tighten to the required torque.
- TIME REQUIRED FOR THE REPAIR:** The labor time required to repair your vehicle is about 30 minutes.
- WHAT YOU SHOULD DO:** Volvo Trucks North America, Inc.  ~~urges~~  you to immediately contact a Volvo truck dealer for a service appointment to have your vehicle repaired. Parts are currently available for shipment to the dealer scheduling your service appointment. To locate the closest Volvo truck dealer you can go on line to [www.volvotrucks.us.com](http://www.volvotrucks.us.com) and select Dealer Locator.
- PRE-NOTIFICATION** If you have previously paid for repairs to have the drag link pinch bolt tightened or replaced you may be entitled to recovery of those expenses. Submit a copy of all documentation supporting your claim to Volvo Trucks at the address identified in this notice in the section "Assistance".

**NOTICE REGARDING  
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that Lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in 49 CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**OWNER RECALL  
RESPONSE CARD:**

The enclosed "Owner Recall Response Card" identifies your vehicle. Presentation of this card to any authorized full-service Volvo truck dealer will assist in the processing of your vehicle in the shortest time possible. If you do not own, have sold or have traded the vehicle identified, please let us know by completing and signing the postage-paid Card and returning it to Volvo Trucks North America, Inc. so we can update our records.

**ASSISTANCE:**

If your vehicle has not been modified within a reasonable time after delivering it to the dealer on the agreed-upon date, please contact:

Volvo Trucks North America, Inc.  
Recall Department  
P.O. Box 26115  
Greensboro, NC 27402-6115

or call our toll-free number: 1-800-528-6586. You may also submit a complaint to the Administrator, National Highway Safety Administration, 400 Seventh Street, S.W., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236.

We regret any inconvenience this recall may cause, but hope you will share in our concern for your safety and satisfaction with your vehicle.

Sincerely,  
Volvo Trucks North America, Inc.