

# SAFETY RECALL NOTICE

# VOLVO

SAFETY RECALL RVXX0405  
NOVEMBER 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 and the Canadian Motor Vehicle Safety Act.

Volvo Trucks North America, Inc. has decided that certain VHD model vehicles built between January 3, 2003 and October 22, 2003, with the passenger bench seat option, fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 207, "Seating Systems".

- NON-COMPLIANCE:** The passenger bench seat mounting to the floor is not sufficient to meet the seat pull requirements specified in the standard.
- POTENTIAL RISK:** The seat anchorage to the floor may not be sufficient to retain the adjusted seating position, which may lead to personal injury or death in the event of 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 replace the passenger bench seat.
- TIME REQUIRED FOR THE REPAIR:** The labor time required to repair your vehicle is about 1 1/2 hours.
- 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 or call our toll-free number: 1-800-528-6586.
- PRE-NOTIFICATION** If you have previously paid for replacement of the passenger side bench seat for this particular issue, you may be entitled to recovery of those expenses. Submit copies of all documentation supporting your claim to Volvo Trucks at the address identified in this notice in the section titled "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 LETTER:**

The enclosed "Owner Recall Response Letter" identifies your vehicle. Presentation of this letter 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 the "Recall Notice Return Form", which can be mailed back in the postage-paid envelope addressed to Volvo Trucks North America, Inc.

**ASSISTANCE/  
COMPLAINTS**

For assistance or to submit complaints, please contact the Recall Department, Volvo Trucks North America, Inc.  
P.O. Box 26115  
Greensboro, NC 27402-6115  
or call our toll-free number: 1-800-528-6586.

**Note: For US owners,** you may also submit complaints to the Administrator of the National Highway Safety Administration, if you believe that Volvo Trucks North America Inc. has failed to remedy the defect without charge, or has failed to remedy the vehicle within 60 days of the owners first tender to obtain repair following the earliest time that parts are available.

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.