

# **VOLVO**

**Volvo Trucks North America, Inc.**

RECEIVED

2004 MAR -4 P 1:56

OFFICE OF INSPECTORS  
INVESTIGATION

March 3, 2004

**EXPRESS MAIL**

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

RE: NHTSA Recall Campaign Number: 04V-078

Volvo Trucks North America, Inc., Recall Number: RVXX0401

Volvo Trucks North America, Inc. of Greensboro, North Carolina, per the requirements of 49 CFR Part 573.5(c)(9), herewith submits a copy of its recall bulletin and owner notice for the subject recall. Mailing of the bulletin and owner notices was started and completed on March 2, 2004.

Very Truly Yours



Charles D. Powell  
Recall Administrator

Enclosures (2)

# SAFETY RECALL BULLETIN

# VOLVO

SAFETY RECALL RVXX0401  
MARCH 2004

**ATTENTION: SERVICE MANAGERS  
PARTS MANAGERS**

**SUBJECT: Drag Link Pinch Bolt Torque**

**SAFETY RECALL INFORMATION:**

Volvo Trucks North America, Inc. has decided that a defect relating to motor vehicle safety exists in certain Volvo VHD model vehicles.

The pinch bolt that attaches the drag link to the pitman arm may not have been tightened to the required torque.

If the pinch bolt loosens, it may allow the drag link and pitman arm to separate resulting in uncontrollable steering.

**VEHICLES AFFECTED:**

Certain Volvo VHD model vehicles manufactured by Volvo Trucks North America, Inc. between August 1, 2003, and November 25, 2003.

**VEHICLE IDENTIFICATION NUMBERS (VIN):**

There are ninety-two (92) vehicles affected by this recall.

**NOTE:** To verify or determine if a particular vehicle is affected by this recall (or any other recall), you should consult the DCS, Service/Warranty screen. By entering the Vehicle Identification Number into the VEHINQ segment, the screen will display any outstanding recall.

If a "Dealer Listing" is enclosed it identifies the vehicles that were sold or shipped to your dealership. Be sure to check the VEHINQ screen before performing the recall to verify that the recall is still open.

**INSPECTION INSTRUCTIONS:**

There are no vehicle inspections associated with this recall.

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### SAFETY RECALL RVXX0401 MARCH 2004

#### REPAIR:

The recall repair consists of replacing the factory installed pinch bolt and installing a new bolt and nut, then tightening the bolt to the correct torque value. See page 5 of this bulletin for the repair instructions.

#### TIME ALLOWANCE:

- Inspection: - no time allowed
- Repair: - 0.6 hour per vehicle (includes take charge time)

#### RECALL PARTS:

Recall Kit Number: **85107484**

Kits consists of one each, M16 bolt, and M16 flange nut.

One kit is required per vehicle

#### KIT ORDERING PROCEDURES:

Kits for this recall should be ordered through Volvo Trucks North America, Inc. Dealer Communications System on an as required basis only. The following information is required to place an order:

1. Your dealer account number
2. Recall kit number
3. Quantity of kits
4. Kits must be ordered class one

The cost of the kit plus 30% dealer mark-up will have to be claimed per the guidelines identified under the heading "Claims for Credit".

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**DEALER INVENTORY:**

No parts in dealer inventory will be affected by this recall.

**REMOVED PARTS:**

Bolts and nuts removed per this recall should be scrapped locally.

**CLAIMS FOR CREDIT:**

Expenses associated with the performance of this recall will be reimbursed based on the guidelines identified in this Bulletin, and by submitting a claim following published instructions in the claim preparation section of the "Service Operations Manual".

**NOTE:** Claims for a recall repair must be submitted within 2 working days from the repair date.

**CLAIM CODING INFORMATION:**

Type: - P  
Authorization Number: - RVXX0401  
Inspection: - None  
Repair: - 64301-0-02 0.6 hour per vehicle (includes take charge time)

**OWNER RECALL RESPONSE CARD:**

The "Owner Recall Response Card" is to provide the vehicle owner with a convenient way to notify Volvo Trucks North America, Inc. of changes affecting the ownership of the subject vehicle. The owner card is not intended for dealer usage other than to assist you in the preparation of the repair orders necessary to perform the applicable recall on the subject vehicle. Please do not use the card as a way to inform Volvo Trucks North America, Inc. that the vehicle has been inspected or modified. Your DCS claim on line is sufficient.

**SAFETY RECALL RVXX0401  
MARCH 2004****DEALER RECALL RESPONSIBILITY:**

Dealers are to perform the recall on all vehicles subject to the recall at no charge to the owner regardless of mileage, age of vehicle, or ownership from this time forward. Whenever a vehicle subject to this recall is taken into or is in your vehicle inventory or dealership for service, we strongly recommend you make every effort to perform the recall correction before the vehicle is sold or released to the owner.

**IMPORTANT NOTICE:**

A copy of the Owner Notice has been included for your reference. Please note that the National Traffic and Motor Vehicle Safety Act requires that the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The law states that failure to repair a vehicle within sixty (60) days after tender for repair shall be a prima facie evidence of unreasonable time. However, circumstances of a particular situation may reduce the sixty (60) day period. If an owner's vehicle is not repaired within a reasonable time, he or she may be entitled, without charge, to a reasonable equivalent vehicle or refund of the purchase price, less reasonable allowance for depreciation.

Volvo Trucks North America, Inc.  
P.O. Box 26115  
Greensboro, NC 27102-6115

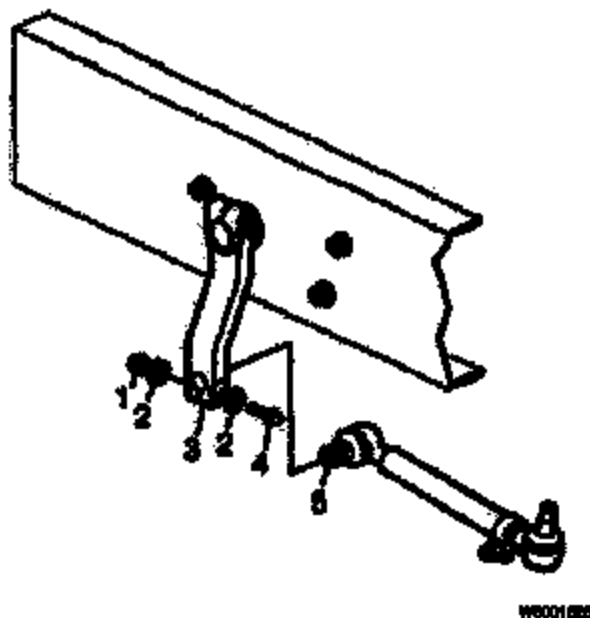
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## Repair Instruction

### ! DANGER

Before working on a vehicle, set the parking brake, place the transmission in neutral, and block the wheels. Failure to do so can result in unexpected vehicle movement and can cause serious personal injury or death.

1. Remove the existing pinch bolt at the pitman arm to draglink connection. Discard the bolt and nut, but save the washer for use in reassembly.



W6001855

- 1) Nut      2) Washer      3) Pitman Arm  
4) Pinch Bolt    5) Draglink

**Fig. 1: Draglink Installation**

2. Install the new pinch bolt and nut with a washer on each side of the pitman arm. Torque the bolt to  $275 \pm 45$  Nm ( $203 \pm 33$  ft-lb).

## SAFETY RECALL RVXX0401 MARCH 2004

**SAFETY RECALL NOTICE** **VOLVO**  
SAFETY RECALL NUMBER: RVXX0401  
MARCH 2004

**Dear Volvo Truck Owner:**

This notice is sent to you to comply 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 2003 Volvo trucks. The defect is related to the replacement of the fuel filter on certain 2003 Volvo trucks. The defect is related to the replacement of the fuel filter on certain 2003 Volvo trucks. The defect is related to the replacement of the fuel filter on certain 2003 Volvo trucks.

**SAFETY DEFECT:** The fuel filter may not be installed correctly, which may cause the engine to stall or run poorly.

**POTENTIAL HAZARD:** This condition could affect the proper operation of the engine and cause the vehicle to stall or run poorly, increasing the risk of a crash.

**RECOMMENDATION YOU CAN TAKE:** There are no immediate actions you can take other than having your vehicle inspected.

**HOW TO:** All owners of the vehicles listed in this notice should have their vehicles inspected by a Volvo Trucks dealer as soon as possible.

**WHAT YOU SHOULD DO:** If you have purchased your vehicle from a Volvo Trucks dealer, please contact your dealer to have your vehicle inspected. If you have purchased your vehicle from a private party, please contact a Volvo Trucks dealer to have your vehicle inspected.

**SAFETY RECALL INFORMATION:** If you have purchased your vehicle from a private party, please contact a Volvo Trucks dealer to have your vehicle inspected. If you have purchased your vehicle from a private party, please contact a Volvo Trucks dealer to have your vehicle inspected.

**Copy of Letter**

**Owners**

**NOTICE REGARDING LEASED VEHICLES:**

If you are a lessee of a vehicle 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 include a second, white identification stamp in which 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 the Lessee. For purposes of this Notice, the term Lessee means a person or entity that is the owner, as defined in 49 CFR Section 375.40, as of the date of notification by the manufacturer of the existence of a safety-related defect of non-compliance with a Federal Motor Vehicle Safety Standard in use at time of the leased acquisition.

**OWNER RECALL RESPONSE CARD:**

The enclosed "Owner Recall Response Card" identifies your vehicle. Presentation of this card to any authorized Volvo truck dealer will result in the processing of your vehicle in the shortest time possible. If you do not own, have sold or have leased 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 recalled vehicle a recallable time after following it to the dealer on the agreed-upon date, please contact:

Volvo Trucks North America, Inc.  
Recall Department  
P.O. Box 28413  
Overland, MO 63108-0413

or call our toll-free number: 1-800-626-6862. You may also submit a complaint to the Administrator, National Highway Traffic Administration, 400 Seventh Street, N.W., Washington DC 20390 or call (toll-free) the auto safety hotline: 1-800-427-4226.

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

Sincerely,  
Volvo Trucks North America, Inc.

# SAFETY RECALL NOTICE

# VOLVO

**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. ~~writes~~ 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.