

SAFETY RECALL BULLETIN

ATTENTION: SERVICE MANAGERS
PARTS MANAGERS

SUBJECT: Hood Restraint Cylinder

SAFETY RECALL INFORMATION:

The hood restraint cylinder does not contain enough dampening to adequately restrain the hood. As a result of this, the cylinders could possibly separate, which would leave the hood unrestrained when opening and closing the hood.

VEHICLES AFFECTED:

Certain VNL, VNM, VHD, and VT model vehicles manufactured from March 12, 2007 through May 11, 2007.

There are 1,423 vehicles (956 US; 300 Canada; 167 Export) affected by this recall.

NOTE: To verify or determine if a particular vehicle is affected by this recall (or any other recall), you should enter the Vehicle Identification Number into the VIN search field in eWarranty, and the screen will display any open recall.

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

REPAIR:

The recall repair will consist of replacing the hood cylinders.

TIME ALLOWANCE:

0.3 hour per vehicle

Note: If the recall repair is the only repair being administered, then a take charge time allowance of 0.3 hrs can be claimed.



**SAFETY
RECALL
BULLETIN**

**SAFETY RECALL RVXX0704
OCTOBER 2007**

PART ORDERING PROCEDURES:

Parts for this recall should be ordered through Volvo Trucks North America Dealer Communication System. The following information is required to place an order:

1. Your dealer account number, and
2. Volvo part number – **see below**

PARTS REQUIRED:

VHD & VT:

Hood Restraint Cylinder (20725387) – QTY 2

Ball Stud (20502948) – QTY 4

Locknut (971098) – QTY 2

Washer (976945) – QTY 2

VNL & VNM:

Hood Restraint Cylinder (20725387) – QTY 2

Ball Stud (20502948) – QTY 2

Locknut (971098) – QTY 2

NOTE IMPORTANT CHANGE:

Parts should be ordered CLASS THREE (3)! On class three orders, Volvo Trucks North America pays for all shipping costs; therefore, Dealer Claims MUST NOT include shipping costs.

In the event where a dealer does not have the part in stock and has a vehicle that requires the recall, the dealer should order the part CLASS ONE (1) to ensure the quickest possible delivery. Since dealers are responsible for the shipping cost on class one orders, **the dealer should include the expense of shipping in the claim.**

The parts listed for use in this recall can be claimed at the dealer's warranty rates of record at the date and time the claim is submitted according to the guidelines identified under the heading "*Claims for Credit*".

DEALER PARTS INVENTORY:

Dealer parts inventory is not affected by this recall.

REMOVED PARTS:

The removed hood cylinders are to be bent to where they cannot be reused and then scrapped locally.



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CLAIMS FOR CREDIT:

Expenses associated with the performance of this recall will be reimbursed based on the guidelines identified in this bulletin, and section 2-41 of the Warranty Manual, Policies and Procedures and chapter 20 of the Parts Operations Manual.

CLAIM CODING INFORMATION:

Authorization Number: RVXX0704

Causal Part Number: 20910500

STANDARD REPAIR CODES AND TIME:

Repair: 82134-0-02 (0.3 hour)

Take charge time (if applicable): 17003-0-01 (0.3 hour)

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

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 of changes affecting the ownership of the subject vehicle. The owner recall response 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 that the vehicle has been inspected or modified. Your DCS claim on line is the appropriate means of informing Volvo Trucks North America that the vehicle has been inspected or modified.

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.

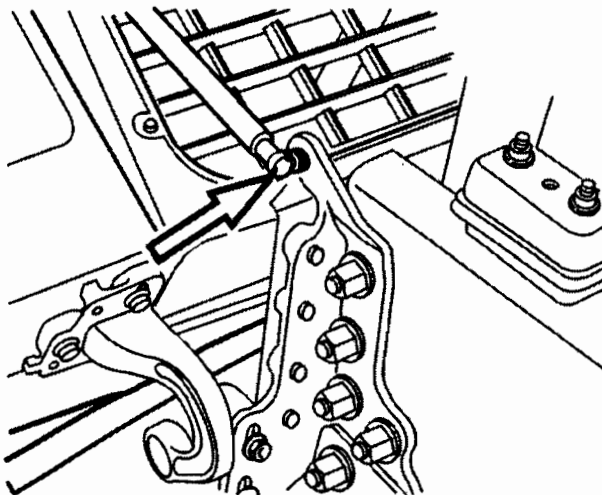
IMPORTANT NOTICE:

Please note that the National Traffic and Motor Vehicle Safety Act requires that the owner's vehicle(s) be corrected at no charge and 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-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.

Hood Restraint Cylinder, Replacement
VNM and VNL

You must read and understand the precautions and guidelines in Service Information, group 80, "General Safety Practices" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

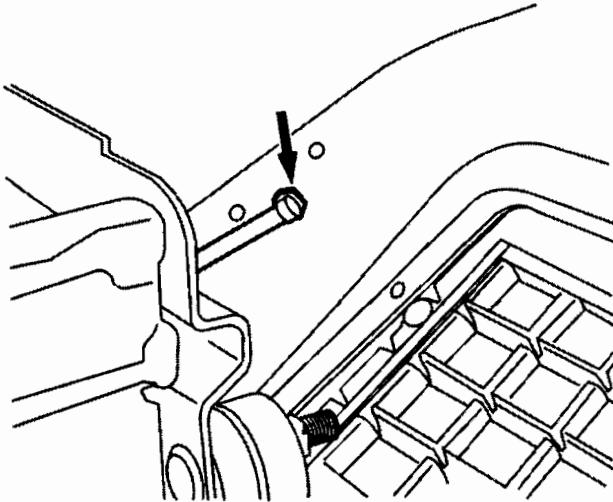
1. Park the vehicle on a level surface, block the wheels, and place the transmission in neutral.
2. Release the hood latch and open the hood. It will be necessary to support the hood to limit its forward travel.
- 3.



T8009384

Remove the cylinder the chassis bracket.

4.



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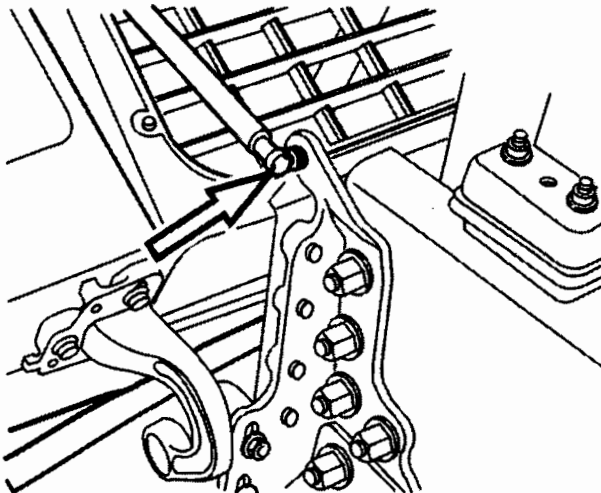
Remove the cylinder from the hood. **IMPORTANT NOTE: DO NOT REMOVE THE BALL STUD FROM THE HOOD ON VNM AND VNL MODELS!**

5. Attach the new cylinder (20725387) to the hood.
6. Install the new ball stud (20502948) and lock nut (971098) to the chassis bracket, and then attach the new cylinder (20725387) to the ball stud. Torque the ball stud to 48 ± 8 Nm (35 ± 6 ft-lb).

Hood Restraint Cylinder, Replacement
VHD and VT

You must read and understand the precautions and guidelines in Service Information, group 80, "General Safety Practices" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

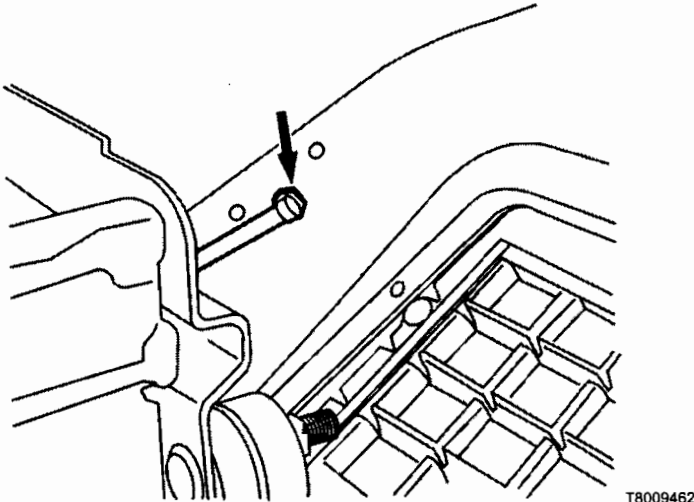
1. Park the vehicle on a level surface, block the wheels, and place the transmission in neutral.
2. Release the hood latch and open the hood. It will be necessary to support the hood to limit its forward travel.
- 3.



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Remove the cylinder and ball stud from the chassis bracket.

4.



Remove the cylinder and ball stud from the hood.

5. Install the new ball stud (20502948) and washer (976945), and then attach the new cylinder (20725387) to the ball stud.
Torque the ball stud to 48 ± 8 Nm (35 ± 6 ft-lb).
6. Install the new ball stud (20502948) and lock nut (971098) to the chassis bracket, and then attach the new cylinder (20725387) to the ball stud. Torque the ball stud to 48 ± 8 Nm (35 ± 6 ft-lb).

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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 has decided that a defect which relates to motor vehicle safety exists in certain Volvo VHD, VNL, VNM, and VT model vehicles manufactured from March 2007 through May 2007.

SAFETY DEFECT: The hood restraint cylinders do not contain enough dampening to adequately restrain the hood. As a result of this, the cylinders could possibly separate, which would leave the hood unrestrained when opening and closing the hood.

SAFETY RISK: Failure of the hood restraint cylinders could potentially result in a personal injury.

PRECAUTIONS YOU CAN TAKE: There are no precautions you can take other than having your vehicle inspected and repaired (if required) by a Volvo Parts and Service Center.

TIME REQUIRED FOR THE REPAIR: The labor time required to inspect your vehicle is approximately one hour.

WHAT YOU SHOULD DO: You should contact the nearest Volvo Parts and Service Center and make an appointment. The hood restraint cylinders will be replaced at no charge to you. All Volvo Parts and Service Centers have been sent a bulletin covering all the details required to perform the safety recall.

You can locate the closest Volvo Parts and Service Center by going on line to <http://www.volvo.com/trucks/na/en-us/dealers/> and selecting "Dealer Locator" or by calling our toll-free number: (800) 528-6586.

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 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 vehicle spreadsheet identifies your vehicle. If you no longer own the vehicle, please help us update our records by notifying your Fleet Service Manager.

**ASSISTANCE/
COMPLAINTS:**

If you need assistance, please contact:

Volvo Trucks North America
Regulatory Affairs Department,
P.O. Box 26115
Greensboro, NC 27402-6115
vtna.regulatoryaffairs@volvo.com

You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue, S.E., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**PRE NOTIFICATION
REMEDIES:**

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses.

Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to provide our customers with the best possible product.

VOLVO TRUCKS NORTH AMERICA