



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 5, 2010

TIMOTHY LAFON  
MANAGER, REGULATORY AFFAIRS  
VOLVO TRUCKS NORTH AMERICA  
PO BOX 26115  
GREENSBORO NC 27402

NVS-215dgl  
10V-359

Subject: UPPER BUNK WINDOWS

DEAR MR. LAFON:

This letter serves to acknowledge Volvo Truck's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
VOLVO/VN/2009-2010

**Mfg's Report Date:** August 3, 2010

**NHTSA Campaign Number:** 10V-359

**Components:** VISIBILITY GLASS, SIDE REAR

**Potential Number of Units Affected:** 3,984

**Summary:**

VOLVO TRUCKS IS RECALLING CERTAIN MODEL YEAR 2009-2010 VN TRUCKS MANUFACTURED FROM MARCH 1, 2008 THROUGH FEBRUARY 6, 2009. THE BOTTOM TRACK THAT ATTACHES TO THE ARMS USED TO OPEN AND CLOSE THE WINDOW MAY DE-BOND, WHICH RESULTS IN THE GLASS COMING LOOSE AT THE BOTTOM.

**Consequence:**

THE UPPER WINDOW HINGES MAY FAIL AND ALLOW THE GLASS TO FALL OUT OF THE WINDOW FRAME CREATING A ROAD HAZARD AND INCREASING THE RISK OF A CRASH.

**Remedy:**

DEALERS WILL INSPECT AND REPAIR AS REQUIRED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE OCTOBER 4, 2010. OWNERS MAY CONTACT VOLVO TRUCKS AT 1-800-528-6586.

**Notes:**

VOLVO RECALL NO. RVXX1004. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

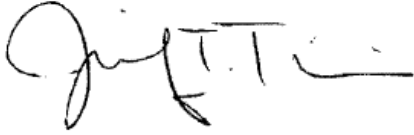
Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is written in a cursive style with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian  
Acting Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement