

# SAFETY RECALL NOTICE

**VOLVO**

## IMPORTANT SAFETY RECALL RVXX1104 NHTSA RECALL # 11V-294

### 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 2012 model vehicles manufactured with Meritor RPL25, 18MXL, and 18N coupling shafts and slipshafts (main) driveline assemblies.

**SAFETY DEFECT:** The tubing used in the driveline assemblies may not have been welded correctly along the length of the tube, which could result in the tube (i.e. shaft) fracturing when torque is applied.

**SAFETY RISK:** If the tube fractures, the drive shaft can twist and sever, which can damage other components on the vehicle, disable the vehicle, and/or cause debris to spill on the roadway all of which can increase the risk of a vehicle crash and damage to other vehicles and persons on the roadway.

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

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

**WHAT YOU SHOULD DO:** You should contact the nearest Volvo Parts and Service Center and make an appointment. Your vehicle will be repaired (if required) at **no charge** to you. **The parts required to repair your vehicle will have to be special ordered; therefore, we recommend that you contact the dealer in advance to make an appointment, so that the parts are available prior to your visit.**

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 "Notice of Vehicle Recall" identifies your vehicle. If you no longer own the vehicle, please help us update our records by completing the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

**ASSISTANCE/  
COMPLAINTS:**

If your vehicle has not been repaired within a reasonable time after delivering it to a Volvo Parts and Service Center, please contact:

Volvo Trucks North America  
Regulatory Affairs Department,  
P.O. Box 26115  
Greensboro, NC 27402-6115  
[vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com)

You may also submit complaints to the Administrator of the National Highway 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> if you believe that Volvo 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.

**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**