

SAFETY RECALL NOTICE

VOLVO

IMPORTANT SAFETY RECALL RVXX1503 NHTSA RECALL # 15V-523 – 2nd notice

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 2012 through 2016 VAH model vehicles manufactured from January 31, 2011 through June 25, 2015.

SAFETY DEFECT: The draglink sealed ball socket boot may be damaged due to the angle of the ball stud. If the boot is compromised, contaminants may enter the ball socket and cause corrosion that can accelerate the wear of the ball.

SAFETY RISK: If this is left untreated, the ball joint can separate from the socket and result in complete loss of steering which may result in a vehicle crash.

PRECAUTIONS YOU CAN TAKE: Volvo strongly recommends that you inspect the ball socket for any damage to the rubber sealing boot or looseness as prescribed in the enclosed Inspection and Replacement Criteria for Drag Links. Daily and periodic inspection is required as stated in the enclosed procedure, as well as the Commercial Motor Vehicle Safety Alliance's Out-of-Service Criteria and Federal Motor Carrier Safety Administration's requirements. This is a requirement for all commercial motor vehicles regardless of the type of drag link, and therefore is not unique to this recall.

TIME REQUIRED FOR THE REPAIR: The time required to repair your vehicle is approximately 1 hour.

WHAT YOU SHOULD DO: You should contact the nearest Volvo Parts and Service Center and make an appointment. The drag links on your vehicle will be replaced at **no charge** to you.

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

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> 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