



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

1200 New Jersey Avenue SE  
Washington, DC 20590

March 14, 2016

Mr. Tim Lafon  
Vice President Regulatory Affairs  
Volvo Trucks North America  
7900 National Service Rd  
Greensboro, NC 27357

NVS-215KS  
16V-097

**Subject:** Steering Shaft May Disconnect from Junction Box

Dear Mr. Lafon:

This letter serves to acknowledge Volvo Trucks North America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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/VNL/2016-2017  
VOLVO/VNM/2016-2017  
VOLVO/VNX/2016-2017

**Mfr's Report Date:** February 17, 2016

**NHTSA Campaign Number:** 16V-097

**Components:**

STEERING

**Potential Number of Units Affected:** 15,811

**Problem Description:**

Volvo Trucks North America (Volvo) is recalling certain model year 2016-2017 VNL, VNX, and VNM trucks manufactured from May 11, 2015, through March 8, 2016. The trucks may have been manufactured without a roll pin on the steering shafts. If the roll pin is missing, the lower steering shaft may disconnect from the junction block. Also, the bolt connecting the upper steering shaft to the lower steering shaft may not have been properly tightened. Either condition can lead to separation of the steering shaft.

**Consequence:**

Separation of the steering shaft will result in complete loss of steering which may lead to a vehicle crash.

**Remedy:**

Volvo is strongly recommending that the affected vehicles not be driven until the final remedy is available. It is working with owners in securing rental vehicles as needed. The final remedy will be to replace the two-piece steering shaft with a one-piece shaft. An interim notice will be sent to owners on, or about, March 14, 2016. A second notice will be sent to owners when the replacement shaft is available. Owners may contact Volvo customer service at 1-877-800-4945 opt #1. Volvo's recall numbers for this campaign are RVXX1602 and RVXX1603. This recall supersedes safety recall 15V-786.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement