

Part 573 Safety Recall Report

16V-097

Manufacturer Name : Volvo Trucks North America

Submission Date : MAY 18, 2016

NHTSA Recall No. : 16V-097

Manufacturer Recall No. : RVXX1602/ RVXX1603



Manufacturer Information :

Manufacturer Name : Volvo Trucks North America

Address : 7900 National Service Road
Greensboro NC 27409

Company phone : 800 528 6586

Population :

Number of potentially involved : 18,116

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2017 Volvo VNL, VNM, VNX

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain VNL, VNM, VNX model trucks manufactured from May 11, 2015 through April 18, 2016

Production Dates : MAY 11, 2015 - APR 18, 2016

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The roll pin may have not been installed on 19 steering shafts provided to the Volvo Group. 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 properly secure the upper steering shaft.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Separation of the steering shafts results in complete loss of steering which may result in a vehicle crash.

Volvo has received no reports of personal injury as a result of this condition. Therefore, Volvo considers this as a proactive measure to protect the public and Volvo's customers from the potential risk associated with this defect

Description of the Cause : Supplier issue, pin may not have been installed on 19 steering

The root cause of the upper connection pulling loose has not been determined.

Identification of Any Warning NR
that can Occur :

Supplier Identification :

Component Manufacturer

Name : WILLI ELBE
Address : NR
FOREIGN STATES
Country : Germany

Chronology :

January 4, 2016 Volvo Group North America receives report of a missing roll pin
January 8, 2016 Investigation Opened
January 19, 2016 Containment actions taken by supplier and Volvo Group manufacturing facility
January 25, 2016 Second report received
February 9, 2016 Volvo determines that there is a safety-related defect
February 16, 2016 Volvo notifies NHTSA that a voluntary safety recall will be released to address the affected population
February 17, 2016 Updated vehicle count
February 24, 2016 Received report of steering shaft separating, pin and torque confirmed as being correct
March 4, 2016 Received a report of a separation on truck that had been previously repaired, pin and torque confirmed as being correct
March 7, 2016 Received report of a separation on a truck, pin and torque confirmed as being correct
March 8, 2016 Product Safety Committee meets
March 8, 2016 Stop Delivery Issued
March 8, 2016 Volvo contacts NHTSA
March 10, 2016 Volvo starts notifying owners to inform of the issue and to place their trucks out of service
March 10, 2016 Safety Recall Alert Issued
March 10, 2016 Additional information shared with NHTSA
March 12, 2016 Volvo updates defect report

March 15, 2016 Volvo updates vehicle count.

May 18, 2016 Updated information for step 2 of recall, replace interim solution with final solution

Description of Remedy :

Description of Remedy Program : An interim solution will be provided that involves inspection for the roll pin and securing the upper shaft. The final solution will involve replacing the two-piece shaft with a one piece shaft

Prenotification repairs will be addressed according to the General Reimbursement Plan on file with NHTSA

How Remedy Component Differs from Recalled Component : For the interim solution: the roll pin is installed and the upper steering joint secured at the junction.

Permanent solution will not have the junction.

Identify How/When Recall Condition was Corrected in Production : Containment action for the roll pin was administered on January 19, 2016
Containment action on the upper joint was administered on March 8, 2016

Recall Schedule :

Description of Recall Schedule : Dealers were notified on March 10, 2016. Owner letters will be mailed by March 16, 2016

Planned Dealer Notification Date : MAR 10, 2016 - MAR 10, 2016

Planned Owner Notification Date : MAR 16, 2016 - MAR 18, 2016

* NR - Not Reported