

SAFETY RECALL NOTICE

VOLVO

IMPORTANT SAFETY RECALL RVXX1603 NHTSA RECALL # 16V-097 FINAL SOLUTION

DEAR VOLVO TRUCK OWNER:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

In March 2016, Volvo Trucks North America decided that a defect which relates to motor vehicle safety exists in certain 2016 and 2017 VNL, VNM, and VNX model trucks manufactured from May 11, 2015 through March 8, 2016 with a two-piece steering shaft. Notification was made at that time and an interim solution was provided free of charge to address the safety defect (see below) until a permanent solution became available.

If your truck(s) was not manufactured during the dates provided above, you are receiving this notice as our records indicate that,

- Your truck(s) was manufactured with the interim solution in March or April 2016 or was in dealer inventory and sold with the interim solution, or
- You purchased a replacement part affected by the recall through an aftermarket parts distributor to service a truck.

This letter is to notify you that the final, permanent, solution is now available. The permanent solution will be provided free of charge.

For owners that have had their trucks repaired with the interim solution, we ask that you please make an appointment to have truck(s) repaired no later than August 1, 2016 or at your next service appointment (whichever comes first).

If your truck(s), have not been addressed with the interim solution, please immediately place your truck(s) out of service and contact the customer support line for assistance. The phone number for the customer support line is (877-800-4945 opt #1).

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to ensure the safety of our customers, their drivers, and the public.

VOLVO TRUCKS NORTH AMERICA

Please see next page for additional information.

SAFETY DEFECT: The bolt connecting the upper steering shaft to the lower steering shaft at the junction block may not properly secure the upper steering shaft. Also the roll pin that secures the lower shaft may have not been installed.

As a result, the upper steering shaft may separate without warning with complete loss of steering!

SAFETY RISK: Separation of the two shafts results in **complete loss of steering** which may result in a vehicle crash.

PRECAUTIONS YOU CAN TAKE WHAT YOU SHOULD DO: **If the interim repair has not been applied to your vehicle (see illustration on page 4), Volvo Trucks strongly recommends that you place your vehicle out of service as this defect can result in complete loss of steering.**

A customer support line has been established and a customer service representative is available to answer your questions and to arrange towing if needed. The phone number for the customer support line is (877-800-4945 opt #1).

WHAT YOU SHOULD DO: You should contact the nearest Volvo Parts and Service Center and make an appointment. Volvo dealers will replace the two-piece steering shaft at **no charge** to you.

If your truck(s) were not addressed with the interim solution, please immediately place your truck(s) out of service and contact the customer support line for assistance. The phone number for the customer support line is (877-800-4945 opt #1).

For owners that have had their trucks repaired with the interim solution, we ask that you please make an appointment to have truck(s) repaired no later than August 1, 2016 or at your next service appointment (whichever comes first).

You can locate the closest Volvo Parts and Service Center by going online to <http://www.volvo.com/trucks/na/en-us/dealers/> and selecting “Dealer & Service Locations” or by calling our toll-free number: (877-800-4945 opt #1).

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 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.

**ASSISTANCE/
COMPLAINTS:**

Volvo Trucks North America
Regulatory Affairs Department,
P.O. Box 26115
Greensboro, NC 27402-6115
vtna.regulatoryaffairs@volvo.com

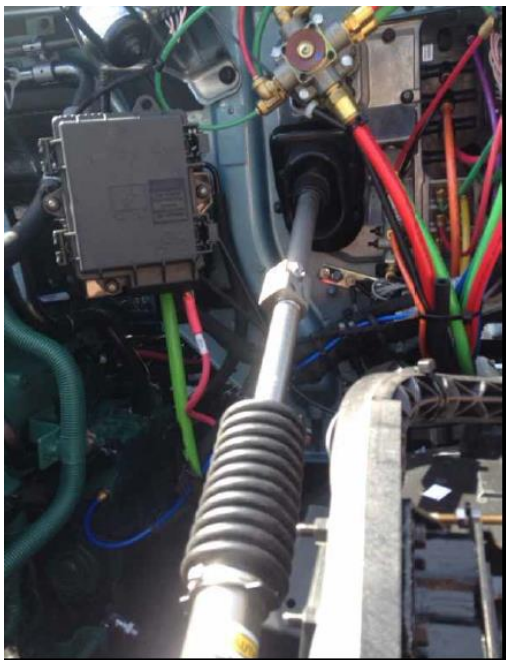
You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue, S.E., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov> if you believe that Volvo 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:**

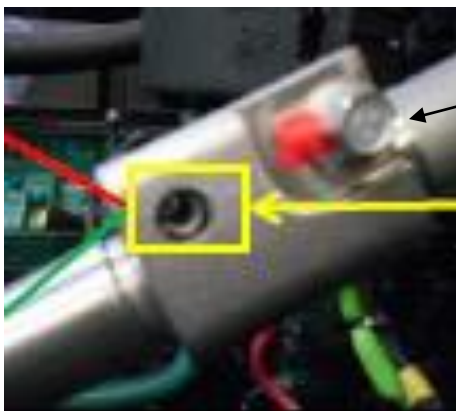
If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses.

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.

Pictures to be able to identify a two-piece shaft design



Two piece shaft design



Bolt

PIN

Interim Fix: The interim fix involves drilling an additional hole, and inserting a ¼ inch roll pin. If this solution is applied, the truck is safe to operate and is NOT to be placed out-of-service. A picture of the interim solution is shown below.

