

# SAFETY RECALL NOTICE

**VOLVO**

## IMPORTANT SAFETY RECALL RVXX1602 NHTSA RECALL # 16V-097

### 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 2016 and 2017 VNL, VNM, and VNX model trucks manufactured from May 11, 2015 through March 8, 2016 with a two piece steering shaft.

### IMPORTANT NOTES:

- **Volvo strongly recommends that you place your vehicle out of service as soon as possible as this defect can result in complete loss of steering**
- Trucks that were repaired under recall RVXX1512, NHTSA RECALL15V-786, are subject to this recall (i.e. **the trucks must be placed out of service and repaired**)

### 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 steering shafts 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:

**Volvo strongly recommends that you place your vehicle out of service as soon as possible 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).

**REPAIR  
INFORMATION:**

We are exploring every option to limit customer downtime. Our intention is to ultimately replace all two piece steering shafts with a one piece steering shaft. As it may take some time to acquire all the parts, we have developed an interim solution. We plan to provide dealers and service centers with the repair instruction for the interim solution later this week. At that time you will be able to make an appointment to have your vehicle repaired. This repair will be provided free of charge and will take one to two hours to complete.

**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](mailto: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.

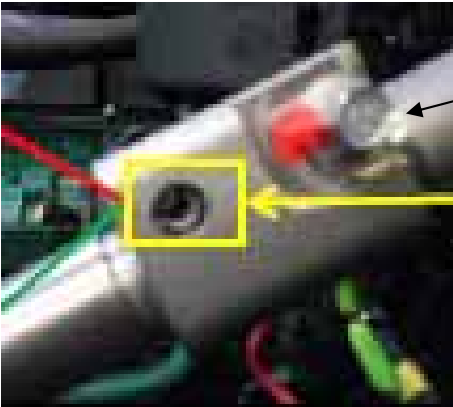
We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to ensure the safety of our customers, their drivers, and the public.

***VOLVO TRUCKS NORTH AMERICA***

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



Two piece shaft design



Bolt

PIN