

# Part 573 Safety Recall Report

## 17V-258

**Manufacturer Name :** Volvo Trucks North America**Submission Date :** APR 18, 2017**NHTSA Recall No. :** 17V-258**Manufacturer Recall No. :** RVXX1701**Manufacturer Information :****Population :**

Manufacturer Name : Volvo Trucks North America

Number of potentially involved : 65

Address : 7900 National Service Road  
Greensboro NC 27409

Estimated percentage with defect : 100 %

Company phone : 800 528 6586

**Vehicle Information :**

Vehicle 1 : 2015-2017 Volvo VHD

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain 2015 -2017 VHD model vehicles manufactured from August 29, 2014 through October 17, 2016 with certain pusher and tag axles

Production Dates : AUG 29, 2014 - OCT 17, 2016

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The Gross Axle Weight Rating for the pusher or tag axle may be incorrectly stated on the incomplete vehicle information label. This is a non-compliance with 49CFR567, Certification.

64 of the 65 have the correct Gross Vehicle Weight Rating listed, even though the GAWR for the tag or pusher axle was incorrectly stated.

FMVSS 1 : 567 - Certification

FMVSS 2 : NR

Description of the Safety Risk : No risk identified.

Description of the Cause : In 2014 we began offering spare pusher/tag tires as part of pusher prep for some customers. We have discovered on these vehicles that the additional spare tire was being added into the Gross Axle Weight Rating for the information label, which in certain cases the tire value allowed the pusher to be rated higher than it should have been.

Identification of Any Warning that can Occur : Not applicable

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

November 15, 2016 Potential issue identified. Internal Campaign at manufacturing facility initiated to inspect labels

November 21, 2016 Potential issue reported to Volvo Group Regulatory Affairs department

December 14, 2016 Further discussion at monthly Product Safety Working Group Meeting. Investigation opened

February 28, 2017 List of vehicles identified that may have incorrect information

March 8, 2017 Information reviewed at monthly Product Safety Working Group meeting. Information being raised to Product Safety Committee with recommendation to recall suspect vehicles

March 14, 2017 Information shared with NHTSA at quarterly meeting

April 11, 2017 Product Safety Committee decides to conduct a voluntary recall to replace information labels.

April 18, 2017 Non-compliance report submitted to NHTSA.

### Description of Remedy :

Description of Remedy Program : New information labels will be sent to owners of the affected vehicles with instructions on how to remove and replace the label. Further instruction will be provided to check the final stage manufacturer certification label and report and discrepancies with the new incomplete vehicle information label. A customer support phone number will be provided so that the owner can report any discrepancies. Pre-notification remedies do not apply for this recall.

How Remedy Component Differs from Recalled Component : correct information on the incomplete vehicle information label

Identify How/When Recall Condition was Corrected in Production : A internal campaign was conducted in November 2016 to review and correct any vehicles at Volvo's manufacturing facility.

**Recall Schedule :**

Description of Recall Schedule : Volvo dealer's and authorized service facilities will be notified via a recall alert on April 21, 2017. Owner notification letters will be mailed on or before June 16, 2017

Planned Dealer Notification Date : APR 21, 2017 - APR 21, 2017

Planned Owner Notification Date : JUN 16, 2017 - JUN 16, 2017

\* NR - Not Reported