

# SAFETY RECALL

Volvo Trucks North America  
Greensboro, NC USA

**VOLVO**

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Date	Number	Release	Page
06.2017	RVXX1701	01	1 (5)

## Incomplete Vehicle Information Label, Replacement

VHD

### SAFETY RECALL INFORMATION:

(June 2017)

VOLVO Trucks North America has determined a noncompliance with FMVSS: S67 -- certification exists in certain VOLVO VHD model trucks built from 08/29/2014 to 10/17/2016, and equipped with the certain pusher tag axles. The Gross Axle Weight Rating (GAWR) for the pusher or tag axle may be incorrectly stated on the incomplete vehicle information label. Follow the procedure outlined in this Safety Recall to ensure the trucks affected by this safety recall meet the compliance standards of FMVSS: S67 – certification.

VOLVO Trucks 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.

### VEHICLES AFFECTED:

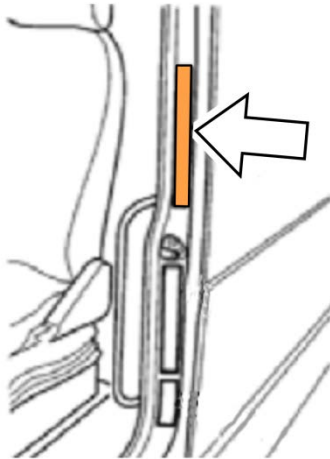
Certain 2015 through 2017 VOLVO VHD model trucks.

### VEHICLE IDENTIFICATION NUMBERS (VIN):

The number of vehicles affected by this recall is 65 (65 USA).

**Required Parts:**

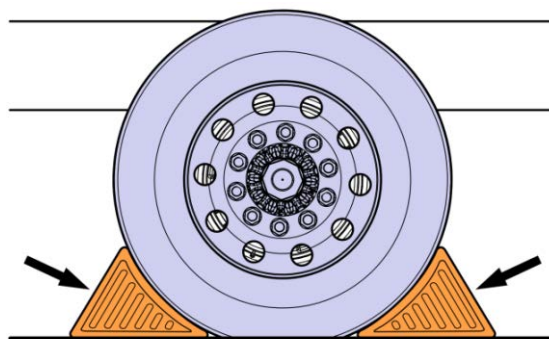
To schedule parts orders, please call parts services (800) 888-9878 with the Vehicle Identification Number (VIN) of the vehicle in need of this repair.



<b>Incomplete Vehicle Information Label Replacement Parts</b>			
<b>Item</b>	<b>Description</b>	<b>Part Number</b>	<b>Qty</b>
1	Incomplete Vehicle Information Label	Call Parts Services	1

**Decommissioning the Truck for Inspection:**

1. Secure the vehicle for service by parking on a flat and level surface, placing the transmission in neutral, applying the parking brake, turning the ignition key to the OFF position, and chocking the rear wheels.



**INCOMPLETE VEHICLE INFORMATION LABEL, REPLACEMENT**

<b>NOTE</b>
The Illustrations shown in this document are used for reference only and may differ slightly from the actual vehicle being serviced. However, the replacement procedure is represented as accurately as possible.

## Label Identification

To help expedite determination on the labels, we ask that you please be prepared to provide information from both labels on your vehicle(s) when calling our customer support line. The best way to do this is by taking a digital image of the labels or writing down the GAWR's for the pusher or tag (i.e. liftable axles) and the GVWR. Please see pages 3 and 4 for instruction on how to identify the labels that are in question.

### ***VOLVO TRUCKS NORTH AMERICA***

The VOLVO label (Incomplete Vehicle Information Label) is a certification label installed by the original equipment vehicle manufacturer (in this case VOLVO). The label is located inside the left (i.e. driver's) door on the cab's door frame as shown below in figure 1.

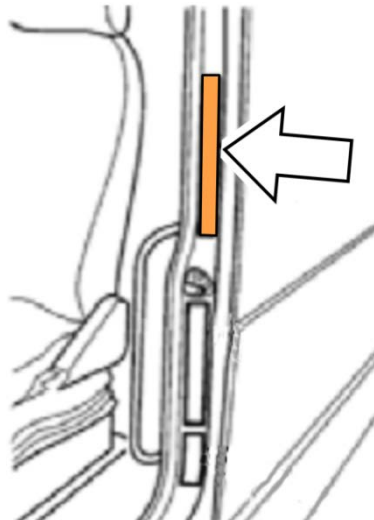


Figure 1

An example of the incomplete vehicle label is shown below in Figure 2.


INCOMPLETE VEHICLE MANUFACTURED BY: VOLVO TRUCKS NORTH AMERICA		GROSS AXLE WEIGHT RATING (KG/LBS)	
MONTH AND YEAR OF MANUFACTURE: _____	APRIL 2015	FRONT -	9072/20000
GROSS VEHICLE WEIGHT RATING (KG/ LBS) _____		1 <sup>ST</sup> INTERMEDIATE -	4998/11020
		2 <sup>ND</sup> INTERMEDIATE -	
		3 <sup>RD</sup> INTERMEDIATE -	
		REAR (EACH) -	9072/20000
		TAG -	
VIN: <u>4V5K99EG4GN932xx9</u>			
			

Figure 2

When completed, the final stage manufacturer is required to affix a label that states the vehicle complies with all applicable standards. This label also contains the GVWR and GAWRs. The label will be located either on the cab's door frame as shown in Figure 1 on page 5 or inside of the door as shown below in Figure 3.

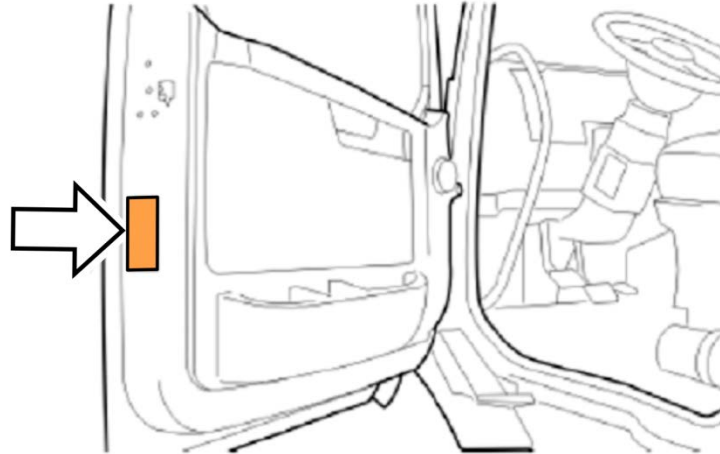


Figure 3

An example of a final stage manufacturer label is shown below in Figure 4.

MFD BY: <u>ABC Manufacturing</u> VIN: <u>4V5K99EG4GN932xx9</u>
MONTH AND YEAR OF MANUFACTURE: <u>JUNE 2015</u>
GVWR: <u>32214 kg (71020 lb)</u>
GAWR:
Front : 9072 kg (20000 lb)with 315/80R22.5L tires
1 <sup>st</sup> Intermediate: 4998 kg (11020 lb) with 255/70R22.5H tires
2 <sup>nd</sup> Intermediate: 9072 kg (20000 lb) with 11R22.5G tires
Rear: 9072 kg (20000 lb) with 11R22.5G tires
This vehicle has been completed in accordance with the prior manufacturers' IVD, where applicable. This vehicle conforms to all applicable Federal Motor Vehicle Safety Standards, [and Bumper and Theft Prevention Standards, if applicable] in effect in June 2015.

Figure 4

## Label Replacement

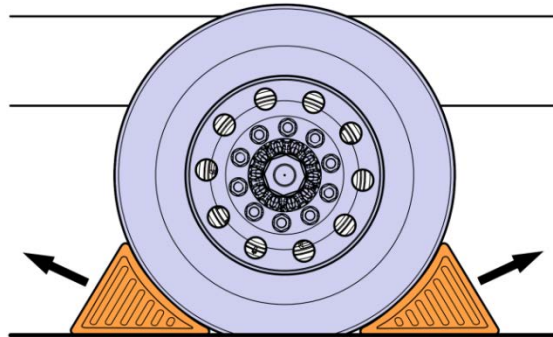
1. Open the door.

<b>NOTE</b>
The label is located inside the left door on the cab's door frame.

2. Heat the label using a heat gun and use a scraper to peel the old label off of the door.
3. Clean the door using an approved cleaning solvent and allow it to dry.
4. Apply the new label in the same location as the old label.

## Commissioning the Truck for Operation:

1. Remove the wheel chocks.



**Reimbursement:**

<b>This repair is covered by an authorized Safety Recall campaign. Reimbursement is obtained through the normal claim handling process.</b>	
	<b>UCHP Reimbursement</b>
<b>Claim Type</b> (used only when uploading from the Dealer Business System)	R
<b>Recall Status</b>	
Vehicle repaired per instructions	1-Modified per instructions
<b>Labor Code</b>	
Labor Code (Incomplete Vehicle Information Label, Replacement)	1700-03-09-01 0.3 hrs
Time to take charge of vehicle and determine campaign status	1700-16-01-01 0.3 hrs
<b>Causal Part</b>	20570118
<b>Authorization Number</b>	C6589

Take-charge time is not included in the labor code for this operation. Take charge may be eligible, but can only be used once per vehicle repair visit. If the vehicle is having other warranty repairs performed, take-charge should be charged to the warranty repair, otherwise take-charge can be charged to this Safety Recall campaign.