

NON-COMPLIANCE NOTIFICATION



IMPORTANT NON-COMPLIANCE RECALL RVXX1701 NHTSA RECALL # 17V-258

DEAR VOLVO TRUCK OWNER:

You are receiving this second letter because, according to our records, this safety recall repair still needs to be completed.

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 noncompliance with CFR Part 567 –Certification exists in certain 2015 -2017 VHD model vehicles manufactured from August 29, 2014 through October 17, 2016 with certain pusher or tag axles.

NON-COMPLIANCE DEFECT:

The Gross Axle Weight Rating (GAWR) for the pusher or tag axle may be incorrectly stated on the incomplete vehicle information label. This is a non-compliance with 49CFR567, Certification. Sixty-four (64) of the sixty-five (65) vehicles have the correct Gross Vehicle Weight Rating (GVWR) listed, even though the GAWR for the pusher or tag axle was incorrectly stated.

SAFETY RISK:

No risk was identified as the GAWR's may be correctly stated on the final stage manufacturer label.

PRECAUTIONS YOU CAN TAKE:

You can contact Volvo's Recall Customer Support Team at (877-800-4945 opt #1). A member of Volvo's team will help determine the correct weight rating for the pusher or tag axle on your vehicle(s).

TIME REQUIRED FOR THE REPAIR:

The time required to repair your vehicle is approximately 30 minutes.

WHAT YOU SHOULD DO:

You should contact Volvo's Recall Customer Support Team at (877-800-4945 opt #1). A member of Volvo's team will assist you to determine what certification labels must be replaced. There are two certification labels in question, one that was installed by Volvo (the incomplete vehicle manufacturer label) and one installed by the company that completed the vehicle by installing the body (e.g. dump, refuse, concrete mixer etc.) (i.e. the final stage manufacturer label).

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. If you do not feel comfortable doing this, you can schedule an appointment with an authorized Volvo Parts and Service Center. You can locate the closest Volvo Parts and Service Center by going on line to <http://www.volvo.com/trucks/na/en-us/dealers/> and selecting "Dealer Locator" or by calling our toll-free number: (800) 528-6586.

Once we determine which labels need to be replaced, Volvo will secure these labels and provide the labels with instruction on how to remove the old label(s) and install the new label(s). The owner will be given the option to install the label(s) or to have a Volvo Parts and Service Center replace the label(s).

**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:**

If you need assistance, please contact:

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>.

**PRE NOTIFICATION
REMEDIES:**

Pre-notification remedies do not apply for this recall.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to provide our customers with the best possible product.

VOLVO TRUCKS NORTH AMERICA

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