



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 13, 2019

Mr. Tim Lafon
Vice President Regulatory Affairs
Volvo Trucks North America
7900 National Service Rd
Greensboro, NC 27357

NEF-150MR
19V-756

Subject: Steering Gear may Loosen

Dear Mr. Lafon:

This letter serves to acknowledge Volvo Trucks North America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

VOLVO/VNL/2020
VOLVO/VNR/2020

Mfr's Report Date: October 24, 2019

NHTSA Campaign Number: 19V-756

Components:

STEERING

Potential Number of Units Affected: 2,287

Problem Description:

Volvo Trucks North America (Volvo Trucks) is recalling certain 2020 VNL and VNR vehicles equipped with HD94 Sheppard gear variants. The steering gear mounting fasteners may be insufficiently tightened, allowing the steering gear to loosen.

Consequence:

A loose steering gear can cause a loss of vehicle control, increasing the risk of a crash.

Remedy:

Volvo Trucks will notify owners, and dealers will inspect and re-torque the steering gear to a higher value. Additionally, the steering gear will be replaced, as necessary, free of charge. The recall is expected to begin November 15, 2019. Owners may contact Volvo Trucks customer service at 1-800-528-6586. Volvo Trucks' number for this recall is RVXX1906.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have approved Volvo's draft owner notification letter for distribution.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- A statement that the defect or noncompliance can cause a vehicle crash (49 CFR 577.5 (f)(1)).

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement