

Part 573 Safety Recall Report

19V-208

Manufacturer Name : Volvo Trucks North America

Submission Date : MAR 18, 2019

NHTSA Recall No. : 19V-208

Manufacturer Recall No. : RVXX1902



Manufacturer Information :

Manufacturer Name : Volvo Trucks North America

Address : 7900 National Service Road

Greensboro NC 27409

Company phone : 800 528 6586

Population :

Number of potentially involved : 11,089

Estimated percentage with defect : 4 %

Vehicle Information :

Vehicle 1 : 2018-2020 Volvo VNL and VNX

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain 2018-2020 VNL and VNX model vehicles manufactured from January 31, 2017 through January 11, 2019

Vehicles were selected based on the vehicle configuration (740 and 760 sleeper models) and build date.

Production Dates : JAN 31, 2017 - JAN 11, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The adhesive bond between the glass and window hinge may prematurely fail and allow the window to detach from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the window detaches from the vehicle, it may strike another vehicle or pedestrian increasing the risk of personal injury or a vehicle crash.

Description of the Cause : Root cause is under investigation. We believe there are multiple contributing factors which include quality of the adhesion between the hinge and glass, the size of the mechanical fasteners that are redundant, and driving the vehicles with the windows open.

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

September 9, 2018 Potential issue reported to Volvo Group North America Product Safety Working Group (PSWG)

October 10, 2018 Review of available information suggests a potential safety-related defect may exist. Investigation opened

February 25, 2019 Investigation findings reviewed by PSWG

March 12, 2019 Product Safety Committee determines that a safety-related defect exists

March 18, 2019 Volvo informs NHTSA that a voluntary safety recall will be performed to address the issue

Description of Remedy :

Description of Remedy Program : The repair will involve replacing the window hinge. Vehicles repaired prior to the release of the recall will be addressed according to Volvo's policy on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy component (the hinge) is more robust and has been tested to hold the window in even if the bonding where to fail.

Identify How/When Recall Condition was Corrected in Production : On Jan 14, 2019, windows with improved adhesive bonding between glass and hinge and a larger mechanic fastener were introduced in production.

Recall Schedule :

Description of Recall Schedule : A safety recall alert will be released to dealers on March 22, 2019. An interim letter will be released by April 5, 2019 to alert the owners to not drive their trucks with the sleeper bunk windows in the open position, which reduces the risk of the window detaching from the vehicle. A second owner notification letter will be mailed when parts are available.

Planned Dealer Notification Date : MAR 22, 2019 - MAR 22, 2019

Planned Owner Notification Date : APR 05, 2019 - APR 05, 2019

* NR - Not Reported