## SAFETY RECALL NOTICE

MODEL

## **VOLVO**

### IMPORTANT SAFETY RECALL RVXX1905 NHTSA RECALL # 19V-617

### **DEAR VOLVO TRUCK OWNER:**

VIN

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 defect which relates to motor vehicle safety exists in certain MY 2015 VNL model vehicles manufactured from June 4, 2014 through June 11, 2014

**OWNER** 

VIIN	MODEL OWNER
	VNL64T
SAFETY DEFECT:	On certain trucks, the front steer axle beam may have been manufactured incorrectly and could break. This could result in a loss of steering control.
SAFETY RISK:	A loss of steering control could create a risk of a crash.
PRECAUTIONS YOU CAN TAKE:	There are no precautions you can take other than having your vehicle inspected and repaired if needed by a Volvo Parts and Service Center.
TIME REQUIRED FOR THE REPAIR:	The time required to inspect your vehicle is approximately 1 hour. If axle replacement is required, the repair will take approximately 10 hours.
WHAT YOU SHOULD DO:	You should contact the nearest Volvo Parts and Service Center and make an appointment. The dealer will inspect, and repair the axle beam as required at <b>no charge</b> to you.
	You can locate the closest Volvo Parts and Service Center by going on line to <a href="http://www.volvo.com/trucks/na/en-us/dealers/">http://www.volvo.com/trucks/na/en-us/dealers/</a> and selecting "Dealer Locator" or by calling our toll-free number: (800) 528-6586.

## 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.

## OWNER RECALL RESPONSE CARD:

The enclosed "Notice of Vehicle Recall" identifies your vehicle. If you no longer own the vehicle, please help us update our records by completing the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

### ASSISTANCE/ COMPLAINTS:

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 <a href="http://www.safercar.gov">http://www.safercar.gov</a> if you believe that Volvo has failed to remedy the defect without charge, or has failed to remedy the vehicle within 60 days of the owners first tender to obtain repair following the earliest time that parts are available.

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses.

# PRE NOTIFICATION REMEDIES:

Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Prenotification Remedies" provided in this mailing.

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**