



**IMPORTANT SAFETY RECALL RVXX1906
NHTSA RECALL # 19V-756**

DEAR VOLVO TRUCK OWNER:

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 2020 VNL and VNR model vehicles manufactured from January 1, 2019 through October 17, 2019 with a Sheppard HD94 Gear.

SAFETY DEFECT: On certain vehicles manufactured with a Sheppard HD94 Steering Gear, torque loss of steering gear mounting fasteners may occur.

SAFETY RISK: Torque loss can result in loosening of the steering gear, which may result in loss of vehicle control and a vehicle crash under certain conditions.

PRECAUTIONS YOU CAN TAKE: During pre and post-trip inspections, visually inspect the steering gear for looseness (see page 3 and following for further instruction). If loose fasteners are found, do not operate the vehicle; please call the Recall Support Line: 1+877-800-4945 opt #1, for further information and/or assistance.

TIME REQUIRED FOR THE REPAIR: The time required to inspect/ repair your vehicle is approximately 1 hour.

WHAT YOU SHOULD DO: You should contact the nearest Volvo Parts and Service Center and make an appointment. The dealer will inspect the gear mounting fasteners. Fasteners will be re-tightened.

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: 1-800-52-VOLVO (1-800-528-6586).

**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 <http://www.safercar.gov> 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 Pre-notification 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

Pre-Trip/ Post Trip Inspection Requirements.

Please follow the safety requirements as published in your operator's manual. For your convenience, an excerpt from the operator's manual is provided below.

PRE-TRIP INSPECTION AND DAILY MAINTENANCE

⚠ DANGER
Before working on or inspecting a vehicle, set the parking brakes, place the transmission in neutral and block the wheels. Failure to do so can result in unexpected vehicle movement and can cause serious personal injury or death.

ⓘ NOTE
Make sure that all fluid levels are at their proper levels. If the fluids are not at their proper levels, add as necessary.

ⓘ NOTE
While Checking the fluid levels, visually inspect hoses, pipes and their connections for signs of leakage. Inspect the ground under the engine, transmission and rear axle(s) for signs of leakage.

ⓘ NOTE
Failure to address leaks in a timely manner, may lead to preventable failure and void warranty on that component.

Safety is the most important and obvious reason for doing a pre-trip inspection. Federal and state laws require inspection performed by the driver. Federal and state inspectors also inspect commercial vehicles. An unsafe vehicle can be placed "out of service" until the driver or owner corrects the deficiency. Owners

and operators should familiarize themselves with sections 49 CFR 396.11 and 396.13 concerning Federal requirements for vehicle inspection. Certain other laws may also apply.

Section 49 CFR 396.13 states that all motor carrier drivers must complete a written report at the end of each work day for each vehicle operated, covering most of what is covered in the pre-trip list. The report should list all defects or deficiencies discovered by the driver. A pre-trip inspection prepares for the end-of-work report.

In this section are the suggested guidelines to be used in performing truck, tractor and trailer pre-trip inspections. Depending on the application of the vehicle being used, these guidelines should be modified to include other necessary inspection points. For example, steps and grab handles should be checked daily on refuse trucks because the operator is getting in and out of the cab more frequently.

If any component or system does not pass this inspection, it must be corrected before operating the vehicle. Whenever equipment requires adjustment, replacement, repair or lubrication, refer to the Service Manuals or contact an authorized dealer for the correct procedures, specifications and intervals.

Take your time going through the pre-trip inspection. Remember that a careful pre-trip inspection saves time by eliminating unscheduled stops for correcting a faulty item. The following information has been provided by the American Trucking Association as developed by the D.O.T. Office of Motor Carriers (BMCS).

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STEP 1, Secure the vehicle as stated in the DANGER! box above. "Before working on or inspecting a vehicle, set the parking brakes, place the transmission in neutral, and block the wheels. Failure to do so can result in unexpected vehicle movement and can cause serious personal injury or death.

STEP 2, Open the hood. Follow the instruction provided in your operator's manual. For your convenience, the information in the operator's manual is provided below:

HOOD OPERATION

Hood Operation

⚠ WARNING

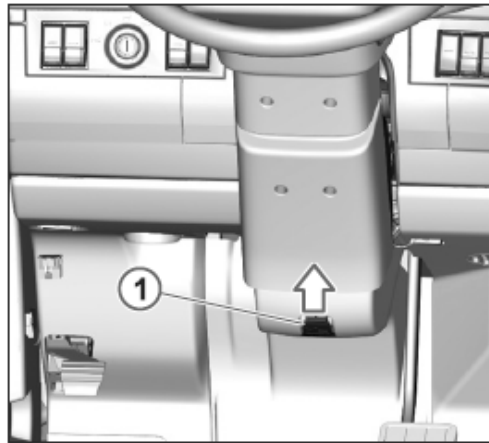
Avoid tilting the hood under high or gusty wind conditions. Failure to follow this recommendation may result in the hood unexpectedly closing, which can cause personal injury.

⚠ WARNING

Make sure that no one is in the way of the hood when opening or closing. The hood could injure a person under the hood.

Opening the Hood

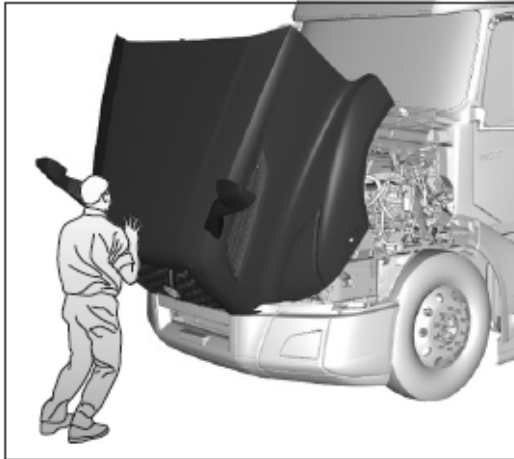
The hood release handle is at the bottom of the steering column. Pull the lever as shown in the illustration to open the hood. The hood is locked down by two latches, one on each side of the back end of the hood. The hood is raised about two inches off its resting position when handle is pulled.



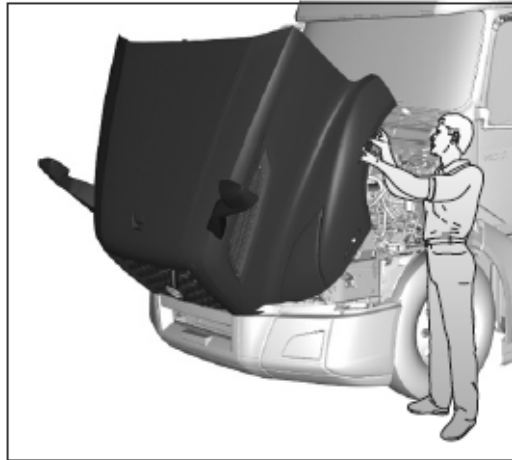
1 Hood Release Handle

Make sure the hood can be opened fully without hitting anything. There are two methods for opening the hood.

1. Stand in front of the hood with feet in line with the vehicle. Place feet well apart and grasp the recessed handle in the front part of the hood. Transfer the body weight by leaning away from the hood. Lift the hood until it is past the balance point. Release the hood and let it complete the opening movement unaided.

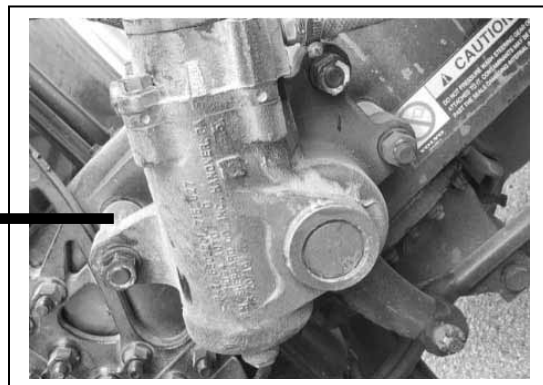
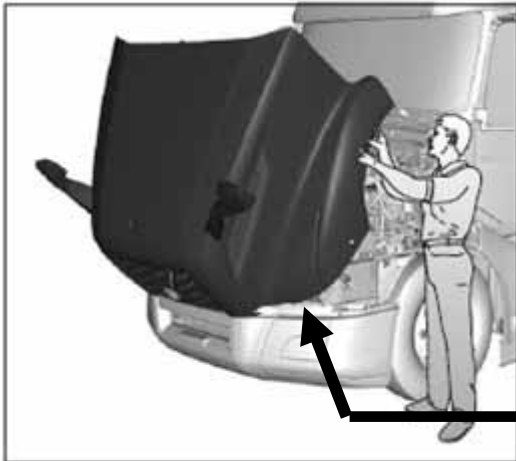


2. Stand at the rear fender edge on the driver side of the vehicle. Lift the hood from under the fender, push the hood forward, release the hood and let it complete the opening movement unaided.



Two restraint cylinders will engage during the last part of the opening. The cylinders will slow and dampen the hood down to its resting position.

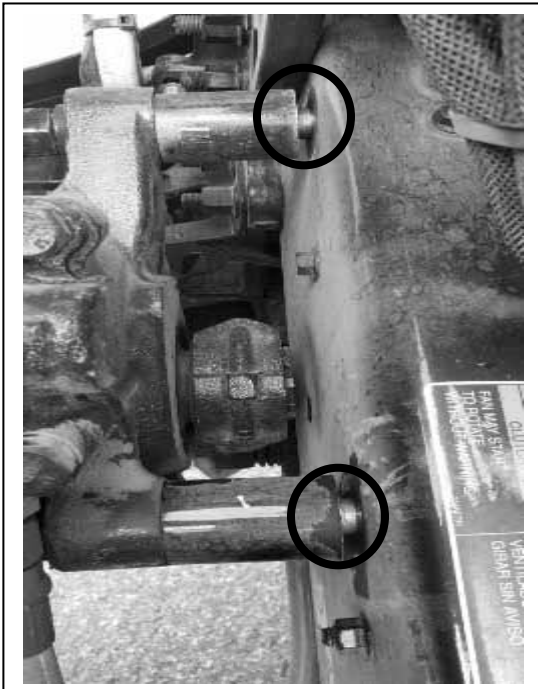
STEP 3, Locate the steering gear. The steering gear is located on the driver side of the engine and is mounted on the frame rail.



STEP 4, Visually inspect the three fasteners that attach the steering gear to the frame for looseness (see circled nuts below)



Also, check for obvious gaps between the spacers to the frame (see circled areas below)



IMPORTANT NOTE!

If the steering gear nuts are loose or obvious gap between the frame and spacer, place the vehicle out of service and call the recall support line at : 1+877-800-4945 opt #1, for further information and/or assistance.

If steering gear nuts appear to be tight and there is little to no space between the frame and spacers, the vehicle can safely be driven. We do recommend that you make an appointment at your nearest Volvo service facility for further inspection at your earliest convenience.