

SAFETY RECALL

VOLVO Trucks North America
Greensboro, NC USA

VOLVO

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| 11/19 | RVXX1906 | 1 (4) |

Steering Gearbox Fastener Re-Torque

SAFETY RECALL INFORMATION

(November 2019)

Volvo Trucks has determined that a defect that relates to motor vehicle safety exists in certain VN model vehicles manufactured from January 01, 2019, through October 17, 2019 with a Sheppard HD94 gearbox. The steering gearbox mounting fasteners to the frame rail may loosen causing the unsafe condition. Indication of this occurrence may include steering wander or a feeling of looseness in the steering.

Volvo Trucks has not received reports of personal injury because of this condition. Therefore, Volvo considers this as a proactive measure to protect the public and Volvo's customers from the potential risk associated with this defect.

VEHICLES AFFECTED

Certain 2020 model vehicles manufactured from January 01, 2019, through October 17, 2019

VEHICLE QUANTITY

2,345 vehicles (2,287 U.S., and 58 Canada)

REPAIR PROCEDURE:

DECOMMISSIONING THE TRUCK FOR REPAIR

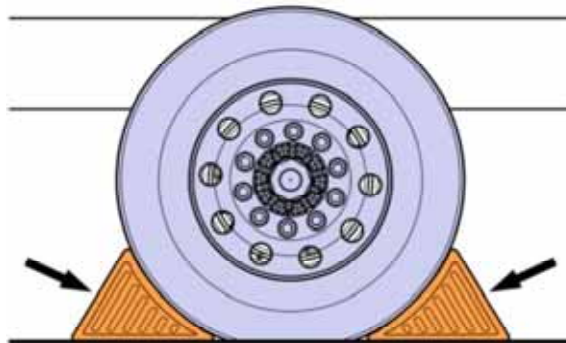


Do not attempt to repair or service this vehicle without having sufficient training, the correct service literature and the proper tools. Failure to follow this could make the vehicle unsafe and lead to serious personal injury or death.

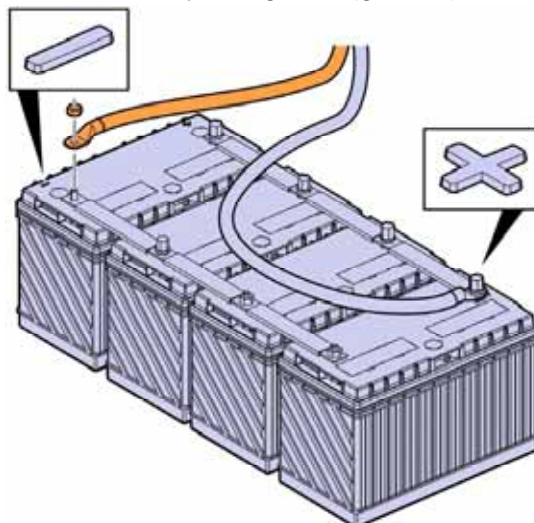
NOTE

Wear safety glasses during the duration of this repair to protect from possible inadvertent glass breakage

1. Secure the vehicle for service by parking on a flat and level surface.
2. Apply parking brake.
3. Place the transmission in neutral or park.
4. Install the wheel chocks.



5. Disconnect the cable from the battery's negative (ground) terminal.



6. Locate the steering gearbox mounting fasteners – driver’s side frame rail.
7. Check all mounting fasteners (quantity of 3) for a relaxed torque:
 - a. Set torque wrench to 275 +/- 15 Nm (202 +/- 10 lb ft) and tighten until “CLICK” is heard.
 - b. If ANY fasteners move/rotate before reaching the relaxation torque, create a separate ARGUS Eservice case with all information and note the Recall in the case summary.
You must also include the steering gear casting information (photo ok), location shown below:



8. Properly support the steering gear.
9. Remove fasteners mounting the steering gear to the frame rail.

10. Using a wire wheel, remove the finish from the steering gear mounting flanges.



Before



After

11. Remount the steering gear using the NEW install torque:
- Set torque wrench to install torque of 500 ± 25 Nm (370 ± 18 lb ft) and tighten until "CLICK" is heard.
12. Touch up the paint on the mounting ears/flanges with chassis black paint.
Add a torque tell-tale across the nut washer and flange.



REIMBURSEMENT:

| | |
|--|---------------------------|
| This repair is covered by an authorized Safety Recall campaign. Reimbursement is obtained through the normal claim handling process. | |
| Claim Type (used only when uploading from the Dealer Business System) | R |
| Recall Status | |
| Vehicle repaired per instructions | Modified per instructions |
| Labour Codes | |
| Primary Labour Code Steering Gearbox Fastener Re-Torque | 1720-16-09-01 0.4 hrs |
| Causal Part | 22803500 |
| Authorization Number | C6612 |

Note: Dealers are to perform Safety Recall Campaigns on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles are subject to a safety recall are brought to your dealership for service, or taken into your dealership vehicle inventory, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is sold or released to the owner.