

# SAFETY RECALL NOTICE

**VOLVO**

## IMPORTANT SAFETY RECALL RVXX1902 NHTSA RECALL # 19V-208 Interim Letter

### DEAR VOLVO TRUCK OWNER:

*At this time Volvo is working diligently to secure parts to repair affected vehicles. Until parts become available for repairs, make sure that bunk windows are shut and fastened securely whenever the vehicle is in motion. A second owner letter will be mailed when parts become available.*

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 Volvo 2018-2020 VNL and VNX model vehicles manufactured from January 31, 2017 through January 11, 2019.

**SAFETY DEFECT:** The adhesive bonding the glass to the window hinge and the redundant screw attachment is insufficient to hold the window in place if the truck is driven with the sleeper bunk windows in the open position.

**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.

**PRECAUTIONS YOU CAN TAKE:** Until parts become available for repairs, make sure that bunk windows are shut and fastened securely whenever the vehicle is in motion.

**TIME REQUIRED FOR THE REPAIR:** The time required to repair your vehicle is approximately 2 hours.

**WHAT YOU SHOULD DO:** Take the precautions stated above until parts are secured for repairs. When you receive the second notification to bring your vehicle in, contact the nearest Volvo Parts and Service Center and make an appointment. The bunk window will be repaired at **no charge** to you.

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: (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(s) 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:**

If your vehicle has not been repaired within a reasonable time after delivering it to a Volvo Parts and Service Center, please contact:

Volvo Trucks North America  
Regulatory Affairs Department,  
P.O. Box 26115  
Greensboro, NC 27402-6115  
[vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com)

**PRE NOTIFICATION  
REMEDIES:**

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

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**