

# VOLVO TRUCKS

# SALES AND MARKETING



## Sales Bulletin

**To:** Dealer Principals  
General Managers  
Sales Managers and Sales Professionals  
Rental and Leasing Professionals

**Region:** ☐ U.S.  
☒ CAN

**Bulletin:** SBN19-030  
**Date:** March 19, 2019  
**Valid to:** December 31, 2019  
**Action Required?** ☐ Yes ☒ No

**From:** Peter Voorhoeve – President, Volvo Trucks North America  
**Subject:** Volvo Trucks Sleeper Bunk Window Safety Defect

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A safety defect has been identified on certain 2018-2020 Volvo VNL 740, VNL 760 and VNX 740 models built on January 31, 2017 through January 11, 2019 due to the potential for the sleeper bunk windows to detach and fall from the vehicle. A total of 14,009 vehicles in the United States, Canada, and Mexico are affected but **do not** need to be taken out of service.

Root cause analysis is still being investigated, but at this point, it appears that the adhesive bonding the glass to the window hinge and the redundant screw attachment is insufficient to hold the window in place.

We have identified a permanent solution that will require replacing the window hinge and are working to acquire the new parts to repair customer trucks. In the meantime, to reduce the risk and potential of this issue occurring, trucks should not be driven with the sleeper bunk windows in the open position.

We have not received any reports of accidents, injuries, or property damage as a result of this defect. Volvo is taking the proactive measure to conduct a voluntary safety recall to protect our customers and other road users from the potential risk related to this defect.

### Important details

- For trucks built on or after January 14, 2019, the sleeper bunk windows were installed using an updated adhesive application process and pattern, as well as a larger redundant screw and washer and **are not** included in the recall.
- Sleeper bunk windows on the VNL 860 model are of a different design and are not affected.
- Volvo dealers may not sell or deliver any units included in this recall until the issue has been corrected.
- This recall will not impact production at the New River Valley Plant.
- Customers will be notified if their VIN is a part of the recall by a mailed letter no later than April 5, 2019.
- The affected VIN list will be uploaded on Trucks Dealer Portal by March 22, 2019 end of day.
- This recall will follow our standard process.
- When parts are available, dealers will be notified of the repair instructions and parts ordering procedure.
- A recall alert will be issued no later than March 22, 2019.
- Customers who have already paid for repairs stemming from this safety defect will be refunded.

We will continue to keep the dealer network informed as the situation develops and as we have more information.

### Contact information

For questions regarding this bulletin, please contact your regional vice president.