

SAFETY RECALL

VOLVO Trucks North America
Greensboro, NC USA

VOLVO

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Steering Gearbox Fastener Re-Torque

SAFETY RECALL INFORMATION

(May 2020)

Volvo Trucks has determined that a defect that relates to motor vehicle safety exists in certain VN model vehicles manufactured from October 28, 2019, through January 17, 2020 with a Sheppard HD94 gearbox. The steering gear fasteners were not torqued to specification during steering gear replacement by final repair- temporary gears were installed by main production line and then replaced by final repair when the correct gear was received. Under-torqued fasteners can result in loss of clamp load, which may affect the steering and potentially cause loss of vehicle control. 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 2020/2021 model vehicles manufactured from October 28, 2019, through January 17, 2020

VEHICLE QUANTITY

23 vehicles (23 U.S.)

REPAIR PROCEDURE:

DECOMMISSIONING THE TRUCK FOR REPAIR

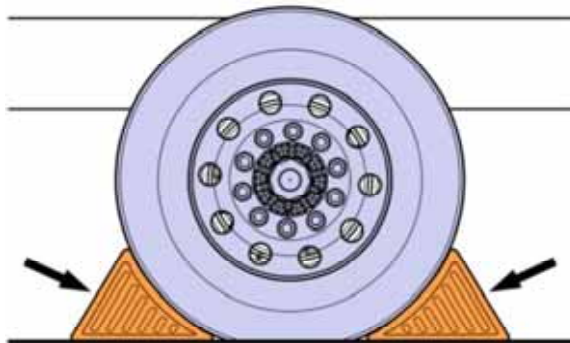


Do not attempt to repair or service this vehicle without having sufficient training, the correct service literature and the proper tools. Failure to follow this could make the vehicle unsafe and lead to serious personal injury or death.

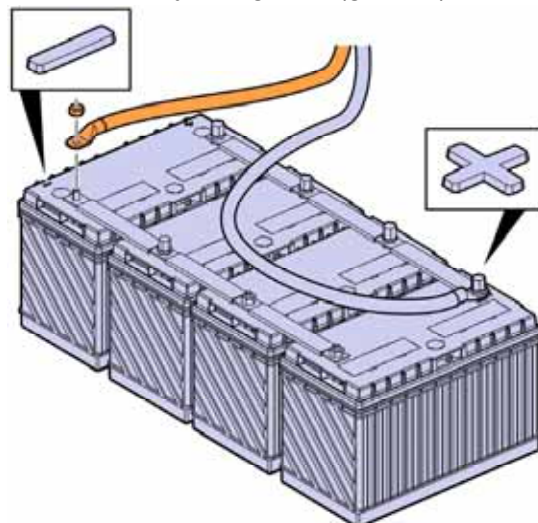
NOTE

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.
 Check all mounting fasteners for any movement and/or damage. Replace fasteners if any damage is found.
7. Torque steering gear fasteners to proper install torque.
 - Set torque wrench to install torque of **500 +/- 25 Nm** (370 +/- 18 lb ft) and tighten until “CLICK” is heard.
8. Touch up the paint on the mounting ears/flanges with chassis black paint.

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	23821955
Authorization Number	C6616

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.