

# SAFETY RECALL

**VOLVO Trucks North America**  
Greensboro, NC USA

**VOLVO**

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## **Sleeper Bunk Window, Repair VN**

### **SAFETY RECALL INFORMATION**

**(October 2020)**

Volvo Trucks has determined that a defect that relates to motor vehicle safety exists in certain VN model vehicles manufactured from January 14, 2019, through September 30, 2019.

VNL740 models have the two lower side windows to be repaired. VNL760 models have both the lower side windows and upper side windows to be repaired.

The window hinge and mounting hardware are insufficient to hold the window in place if the truck is driven with the sleeper bunk windows open. If the window detaches from the vehicle, it may strike another vehicle or pedestrian increasing the risk of personal injury or a vehicle crash.

Volvo Trucks has received no reports of personal injury as a result 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 VNL model vehicles manufactured from January 14, 2019 through September 30, 2019.

### **VEHICLE QUANTITY**

10,736 vehicles (8,456 U.S., 2,103 Canada and 177 Mexico)

### **SOLUTION**

An Inspection needs to be performed in order to determine if repair is necessary.

## DECOMMISSIONING THE TRUCK FOR INSPECTION/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.

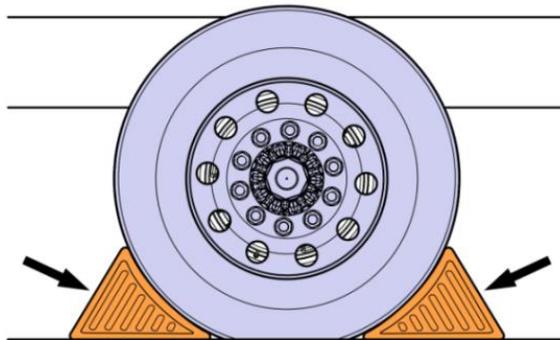
### NOTE

The Illustrations shown in this document are used for reference only and may differ slightly from the actual vehicle being serviced. However, the replacement procedure is represented as accurately as possible.

### NOTE

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

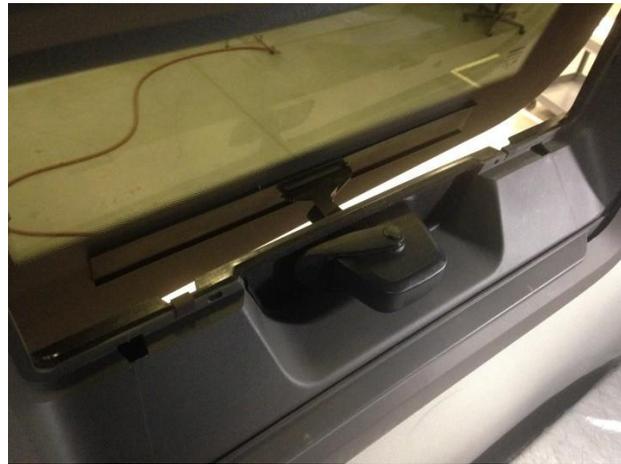
1. Secure the vehicle for service by parking on a flat and level surface.
2. Apply parking brake.
3. Place the transmission in neutral or park.
4. Install the wheel chocks.



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

### INSPECTION PROCEDURE

1. Remove the bug screens from the window.



2. Safely place a ladder at the exterior of the window.
3. Remove the "E" clip from the window latch.



4. Remove the pin that secures the latch to the glass.



5. Make a window support that can be used for the window inspection/repairs.



6. Inspect the window hinges.

“Old” Hinge  
Single Plastic Piece Across  
Both Hinge Sites

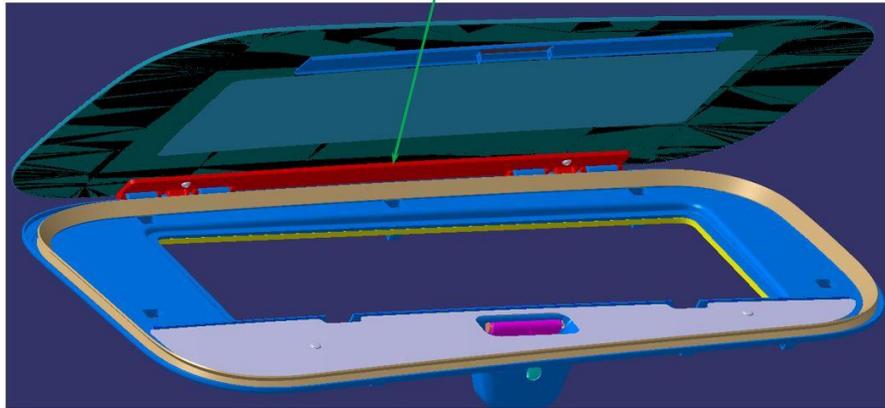


Figure 1. Plastic Hinge

“New” Hinge  
Two Separate Aluminum Pieces  
One At Each Hinge Site

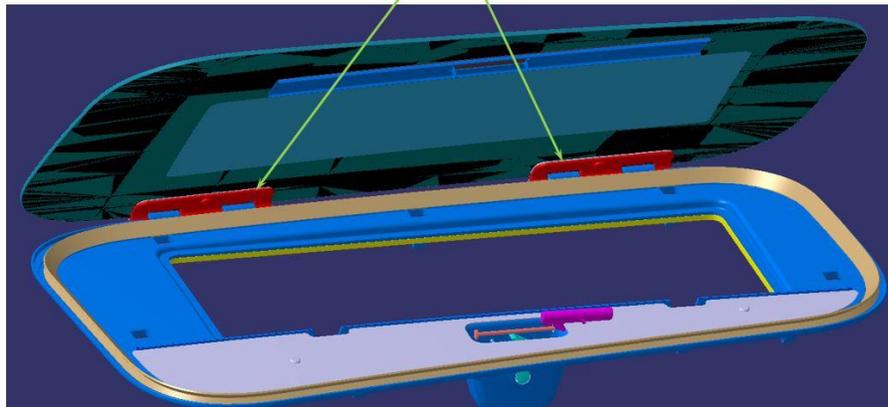


Figure 2. Metal Hinge

7. If the truck is found with metal hinges, reassemble the window and claim inspection labor code.
8. If the truck is found with plastic hinges, proceed with repair and claim primary labor code.

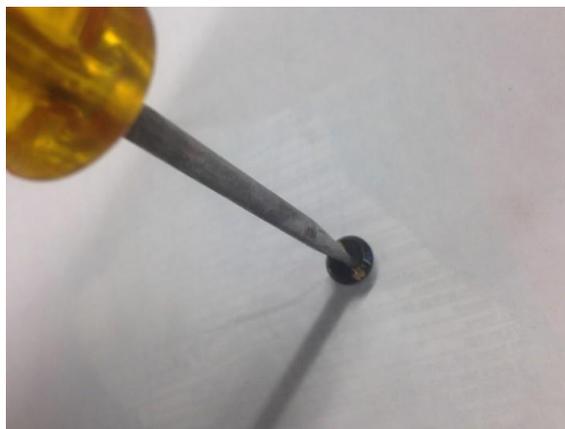
**REPAIR PROCEDURE**  
**REQUIRED PARTS**

Item	Description	Part Number	Quantity
1.	Window Repair Kit	23625157	1 per 2 windows
2.	Special Window Tool	88800779	See note below

\* if repairing 4 windows, 2 kits are required.

NOTE: Special tool is required to perform this repair. Each dealership has previously been provided with 2 tools. Additional tools are not covered.

1. Remove the upper hinge screws using the special tool in the kit. Some nut inserts will stay in place when the screw is removed. Nut inserts that try to spin in place can be helped with the rubber pad included in the special tool kit. If a nut insert continues to spin, cut a slot in the head of the nut insert and use a flat head screwdriver to hold in place.



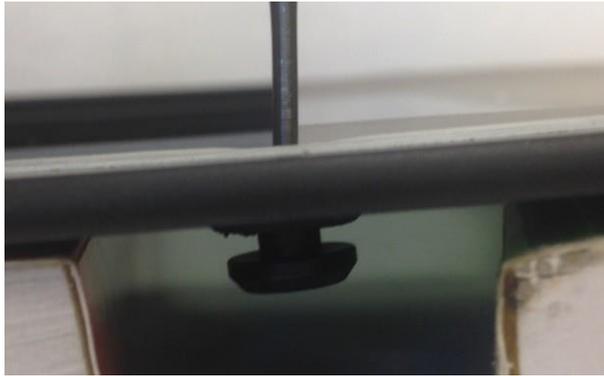
- Using thin tie strap cutters, cut the glass side of the hinge from the window cab side. With the glass removed, cut the center section of the hinge from the window frame as shown. This will provide the space that is needed to mount the new hinge.



- Use a putty knife to de-bond the plastic hinge strip from the glass.  
**Note:** Be careful when removing the plastic hinge strip not to scratch the surface.



4. Remove the two nut inserts from the glass.



5. Remove the two insulators from the outside glass.



6. Remove the old glue from the mounting holes.

**Note:** Be careful removing the old glue from the mounting holes.



7. Install the “E” clip from the kit on one side of each new hinge pin. There should be 4 pins in total.



8. Place the two new metal hinges from the kit on the window frame and install the pins.



9. Install “E” clips onto the hinge pins.



10. Install two plastic nut inserts into the glass mounting holes.



11. Install the glass. Install the nuts and torque (2 Nm +/- 0.1 Nm).



12. Install the two nut caps. Ensure the nut covers are fully seated.



13. Install the latch pin.



14. Install an "E" clip on the latch pin.

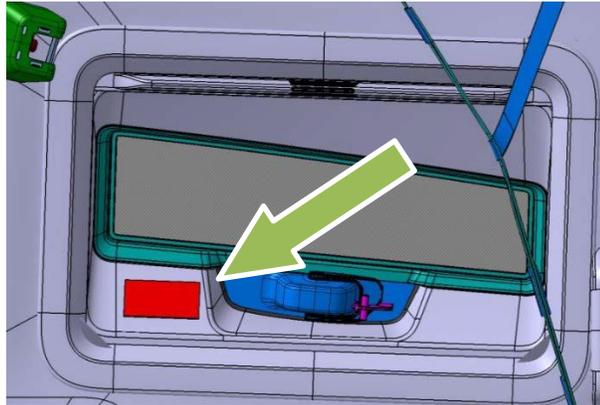


15. Do the same repair on the window on the other side.

16. Close the windows and install the bug screens.

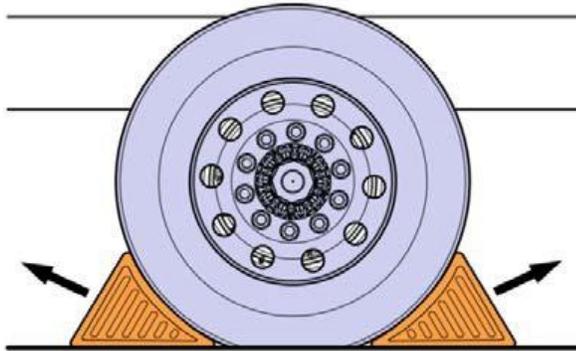


17. Install the safety sticker as shown.



18. Reconnect the batteries.

19. Remove the wheel chocks.



**REIMBURSEMENT:**

<b>This repair is covered by an authorized Safety Recall campaign. Reimbursement is obtained through the normal claim handling process.</b>	
<b>Claim Type</b> (used only when uploading from the Dealer Business System)	R
<b>Recall Status</b>	
<b>Vehicle repaired per instructions</b>	2 – Modified per instructions
<b>Labor Codes</b>	
<b>Primary Labor Code</b> Sleeper Bunk Window, Repair (2 windows) * When <u>only an inspection</u> is needed, uncheck the VST box on the primary labor code and change the labor time to .1hr per window.	8445-16-09-01 (2.0 hrs) * 8445-16-09-01 (0.1 hr)
<b>Causal Part</b>	84754304, 84754306, 84754296, 84754298
<b>Authorization Number</b>	C6620

**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.