



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 23, 2024

Mr. Gerard Hones  
Volvo Trucks North America  
7900 National Service Road  
Greensboro, NC 27409

NEF-107DC  
24V-121

**Subject:** Steering Gear Shaft May Fracture

Dear Mr. Hones:

This letter serves to acknowledge Volvo Trucks North America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

VOLVO/VNL/2024-2025  
VOLVO/VNR/2024-2025

**Mfr's Report Date:** February 19, 2024

**NHTSA Campaign Number:** 24V-121

**Components:**

STEERING:GEAR BOX:SHAFT SECTOR

**Potential Number of Units Affected:** 45

**Problem Description:**

Volvo Trucks North America (Volvo Trucks) is recalling certain 2024-2025 VNL and VNR vehicles. The steering gear sector shaft may have been improperly heat-treated, which can cause the gear teeth to crack or fracture.

**Consequence:**

A fractured steering gear shaft can cause a loss of steering control, increasing the risk of a crash.

**Remedy:**

Dealers will inspect the serial numbers, and replace the steering gears, as necessary, free of charge. Owner notification letters are expected to be mailed April 15, 2024. Owners may contact Volvo Trucks customer service at 1-800-528-6586. Volvo Truck's number for this recall is RVXX2401.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Volvo Trucks North America's contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement