



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 12, 2024

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

NEF-107DC
24V-423

Subject: Loss of Steering Control from Tie Rod Failure

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/VN/2025

Mfr's Report Date: June 9, 2024

NHTSA Campaign Number: 24V-423

Components:

STEERING:LINKAGES:TIE ROD ASSEMBLY

Potential Number of Units Affected: 3

Problem Description:

Volvo Trucks North America (Volvo Trucks) is recalling certain 2025 VN trucks. The tie rod assemblies may contain an improperly heat-treated ball stud that can fail, resulting in a sudden loss of steering control.

Consequence:

A sudden loss of steering control increases the risk of a crash.

Remedy:

Owners are advised not to drive their vehicles until the remedy has been completed. Dealers will inspect and replace the tie rod ends as necessary, free of charge. Owner notification letters are expected to be mailed July 5, 2024. Owners may contact Volvo Trucks customer service at 1-800-528-6586. Volvo Truck's number for this recall is RVXX2404.

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.

We have received Volvo's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.



Please be reminded of the following requirements:

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. We look forward to working with you.

Sincerely,



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