

Part 573 Safety Recall Report

24V-121

Manufacturer Name : Volvo Trucks North America**Submission Date :** FEB 19, 2024**NHTSA Recall No. :** 24V-121**Manufacturer Recall No. :** RVXX2401**Manufacturer Information :**

Manufacturer Name : Volvo Trucks North America

Address : 7900 National Service Road

Greensboro NC 27409

Company phone : 800 528 6586

Population :

Number of potentially involved : 45

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2024-2025 Volvo VNL/VNR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is vehicles which may have been built with steering gears identified by R.H. Sheppard which may have an improperly heat treated sector shaft.

Production Dates : JAN 01, 2024 - JAN 31, 2024

VIN Range 1 : Begin : 4V4WC9EH4SN660363 End : 4V4WC9EG1SN661817 Not sequential**Description of Defect :**

Description of the Defect : As described in Sheppard's equipment recall, the defect is the steering gear sector shaft does not meet hardness expectation for the gear teeth

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As described in Sheppard's equipment recall, Sector shafts gear teeth with lower than expected hardness may prematurely wear, crack or fracture. A fractured gear tooth may interfere with the gear mechanism leading to non-smooth steering effort or binding. A steering gear that binds increases the likelihood of a crash.

Description of the Cause : As described in Sheppard's equipment recall, Heat treating may not have been properly performed on some lots of sector shaft resulting in lower than expected hardness for the gear teeth. Sector shafts gear teeth with lower than expected hardness are not as durable as properly hardened sector shaft gear teeth.

Identification of Any Warning that can Occur : As described in Sheppard's equipment recall, the driver may hear a popping sound when a tooth fractures. The driver may notice lumpy, or non smooth steering effort when the gear moves through the cracked or fractured location.

Involved Components :

Component Name 1 : Steering Gear

Component Description : HD94

Component Part Number : 23821955

Supplier Identification :

Component Manufacturer

Name : R.H. Sheppard Co., Inc.

Address : 101 Philadelphia Street
Hanover Pennsylvania 17331-0877

Country : United States

Chronology :

February 9, 2024 Product Safety office receives notification from Bendix (R.H. Sheppard) that they have filed a equipment recall on February 8, 2024.

February 9, 2024 Product Safety opens an investigation.

February 14, 2024 Product Safety Committee meets and determines that a product safety defect exists.

February 19, 2023 DIR Report filed with NHTSA.

Description of Remedy :

Description of Remedy Program : Vehicles will be recalled and inspected for suspect steering gear serial number(s) and those suspect gear(s) will be replaced with remedy gears. Reimbursement for the recall will be covered by Manufacturers Reimbursement Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy gear(s) are assembled with properly heat treated sector shaft gears. (Steering gear, HD 94, 23821955)

Identify How/When Recall Condition was Corrected in Production : Containment action had started at our assembly facility on January 18, 2024 when suspect material was inspected and returned on January 19, 2024

Recall Schedule :

Description of Recall Schedule : Dealer notification will begin on February 23, 2024 and owner notification will begin on or before April 15, 2024

Planned Dealer Notification Date : FEB 23, 2024 - FEB 23, 2024

Planned Owner Notification Date : APR 15, 2024 - APR 15, 2024

* NR - Not Reported