



Safety Recall Alert

To: Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Region: U.S.
 CAN

Bulletin: SRA-V24-01
Date: February 21, 2024
Valid to: N/A
Action Required? Yes No

From: Corey Martin, Product Regulation Specialist
Subject: Safety Recall RVXX2401, Sheppard Steer Gear Sector Shaft

Description of Defect:

On certain vehicles, the steering gear sector shaft does not meet hardness expectation for the gear teeth. A steering gear 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.

Vehicles will be inspected for suspect steering gear serial number(s) and those suspect gear(s) will be replaced with remedy gears.

Models/ Model Years Affected:

Certain 2024 and 2025 Volvo VN model vehicles manufactured from January 01, 2024 through January 31, 2024.

Vehicle Quantities:

45 (45 US)

Dealer's Responsibility:

The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act requires dealers to ensure that all new and used vehicles are free of safety defects and comply with all relevant safety standards at the time of delivery to the consumer.

Dealers should make their personnel aware of the safety recall. In the event that a dealer has a vehicle included in the safety recall in their inventory to be sold, the condition must be corrected before releasing it to a customer.

Release Schedule:

- Vehicle list will be posted on the Trucks Dealer Portal February 21, 2024.
- Owner notification letters will be released on or before April 15, 2024.

If you have questions or concerns about this recall, contact the Regulatory Affairs Department at vtna.regulatoryaffairs@volvo.com.