

SAFETY RECALL

Volvo Trucks North America

Greensboro, NC USA

VOLVO

Release Date	Number	Release	Page
06.2024	RVXX2403	01	1(5)

Steering Gear Rivet Plug VN, VHD

RECALL INFORMATION

(June 2024)

Volvo Trucks has identified that some model year 2024 and 2025 VN and VHD vehicles might have been assembled with a defective steering gearbox. The issue with the steering gear involves a plug (rivet) in the valve housing that may not be properly seated.

To ensure the safety of these vehicles, follow the repair instructions outlined in this document to perform a visual inspection of the steering gear rivet plug and replace the steering gear if necessary.

VEHICLES AFFECTED

Certain 2024 and 2025 Volvo VN and VHD models manufactured from January 01, 2024, through April 5, 2024.

VEHICLE QUANTITY

There are 458 vehicles affected by this recall (424 U.S. and 34 Canada).

Parts Information

Ordering Process: An email is required to order the steering gear. Email SCcampaign@volvo.com and include the following in the body of the email:

- VIN of vehicle being repaired.
- Dealer ID number
- Recall Number
- PO number
- Volvo part number found in Impact.

A response will be provided within 24 hours during normal business hours.

Order the hexagon screw and the nut retainer through the normal ordering process.

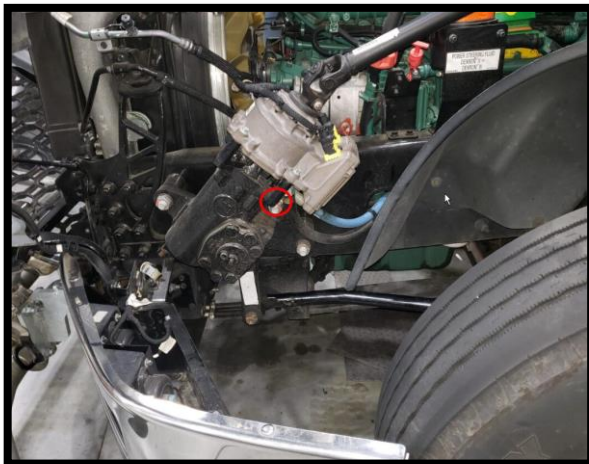
Part Number	Part Description	Quantity
Use Impact	Steering Gear	1, as needed from inspection
20924949	Hexagon screw	1, as needed from inspection
984396	Nut retainer	1, as needed from inspection

Important Note
The steering gears are on mandatory return.

Repair Instructions

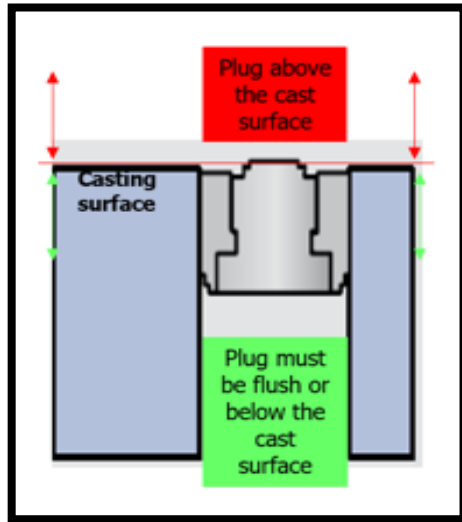
Inspection

1. Secure vehicle for service.
2. Place the transmission in park or neutral.
3. Install wheel chocks.
4. Unlatch and raise the hood.
5. Locate the steering gear box.
6. The rivet plug will be located just under and to the left of the return line fitting (see images below).



Important Note
It is not necessary to remove the steering gear box to inspect the rivet plug.

7. Using the images below inspect the rivet plug to determine if the steering gear needs replacement or not. A good rivet plug will be flush or below the casting surface.



- **If the rivet plug is installed correctly and looks like the images below:** the vehicle can be returned to service with no further remedy action required. Complete all paperwork and return to service.



OK Rivet Plugs
OK Rivet: Must be flush or below the casting. (Shown in the images)

- **If the rivet plug is missing or installed incorrectly as shown in the images below:** the vehicle will require removal and replacement of the steering gear. The steering gear part number will be required for parts ordering (parts information above).



NOK Rivet Plugs

NOK Rivet: rivet will be above the casting and or missing completely.

Important Note

If you need help determining whether the rivet plug or if the steering gearbox needs replacement, please email the Administrative Campaign Team at campaign@volvo.com. You must include the VIN and pictures of the steering gear box in question.

Replacement

1. For replacement of steering gear box, use the VIN of the vehicle you are working on and follow Impact operation **6421-03-02-01 Steering Gear, Replacement**.

REIMBURSEMENT

Important Note!	
A picture of the missing or faulty rivet plug must be attached to the warranty claim.	

This repair is covered by an authorized Non-Compliance recall. Reimbursement is obtained through the normal claim handling process.	
	UCHP Reimbursement
Claim Type (used only when uploading from the Dealer Business System)	40
Recall Status	
Vehicle repaired per instructions	1-Modified per instructions
Labor Codes	
Primary Labor Code: Inspection 1720-16-09-01 General, Campaign 0.1 x 3	SRT 0.3 hrs.
If Applicable	
Replacement 6421-03-02-01 Steering Gear Replacement (Use VIN specific time from Impact)	Time varies per model, see Impact
Causal Part	23454033
Authorization Number	C0377

Note: Dealers or the designated representatives are required to perform Safety Recall 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 that are subject to a Safety Recall are brought to your dealership for service, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is released to the owner.