

Part 573 Safety Recall Report

20V-241

Manufacturer Name : Volvo Trucks North America

Submission Date : APR 29, 2020

NHTSA Recall No. : 20V-241

Manufacturer Recall No. : RVXX2001



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 : 23

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2021 Volvo VNL, VNR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain 2020 and 2021 VNL and VNR models manufactured from October 28, 2019 through January 17, 2020. The basis of the recall population is temporary gear installation and replacement prior to delivery. The number of affected vehicles is twenty-three in total. The percentage containing the defect is 100%.

Production Dates : OCT 28, 2019 - JAN 17, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The steering gear fasteners were not torqued to specification during steering gear replacement by final repair- temporary gears were installed by main production line and then replaced by final repair when the correct gear was received.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under-torqued fasteners can result in loss of clamp load, which may affect the steering and potentially cause loss of vehicle control.

There have been no reports of accidents or loss of vehicle control associated with this condition. Volvo is taking the proactive measure to conduct a voluntary safety recall to protect our customers and other road users from the potential risk related to the defect.

Description of the Cause : Manufacturing issue. Fasteners may have not been torqued to specification.

Identification of Any Warning Loose fasteners are detectable during visual inspection and the driver

that can Occur : alignment and the driver may be able to discern that there is an issue felt in the steering/ handling of the vehicle.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

March 10, 2020 Volvo receives warranty claim on 2020 VNL model with a loose steering gear. Investigation opened by products reliability

April 15, 2020 Volvo Group Regulatory Affairs notified of potential safety-related defect on twenty-three vehicles.

April 23, 2020 Volvo Product Safety Committee meets and determines a safety-related defect exists.

April 29, 2020 Volvo submits defect report to NHTSA.

There is one warranty claim (field report) associated with this issue that was received on March 10, 2020. This is the only notification received by the Volvo Group.

Description of Remedy :

Description of Remedy Program : The steering gear fasteners will be tightened to specification. Pre-notice remedies at the expense of the owner will be addressed according to Volvo's General Plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : N/A not a component issue.

Identify How/When Recall Condition was Corrected in Production : Vehicles in our possession (one vehicle in this case) were placed on delivery hold and addressed prior to delivery.

Recall Schedule :

Description of Recall Schedule : A safety recall alert will be issued to dealers on April 30, 2020. Owner notification letters will be sent on or before May 29, 2020.

Planned Dealer Notification Date : APR 30, 2020 - APR 30, 2020

Planned Owner Notification Date : MAY 29, 2020 - MAY 29, 2020

* NR - Not Reported