



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 19, 2019

Mr. Tim Lafon  
Vice President Regulatory Affairs  
Volvo Trucks North America  
7900 National Service Rd  
Greensboro, NC 27357

NEF-150MR  
19V-208

**Subject:** Sleeper Bunk Window May Detach From the Vehicle

Dear Mr. Lafon:

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/VNL/2018-2020  
VOLVO/VNX/2018-2020

**Mfr's Report Date:** March 18, 2019

**NHTSA Campaign Number:** 19V-208

**Components:**

STRUCTURE:BODY

**Potential Number of Units Affected:** 11,089

**Problem Description:**

Volvo Trucks North America (Volvo Trucks) is recalling certain 2018-2020 VNL and VNX vehicles configured as 740 and 760 sleeper models. The sleeper bunk window may detach and fall from the vehicle.

**Consequence:**

If a window detaches from the vehicle, it may strike another vehicle or pedestrian, increasing the risk of a crash or injury.

**Remedy:**

Volvo Trucks has notified owners, and dealers will replace the window hinge, free of charge. Owners were notified of the recall on April 5, 2019 and will be sent a second notice when the remedy parts are available. Owners may contact Volvo Trucks customer service at 1-800-528-6586. Volvo Trucks' number for this recall is RVXX1902.

**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.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:


Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall 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 Volvo Trucks' instructions.

As stated in Part 573.7, submission of the first of six 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.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement