

# VOLVO TRUCKS

# SALES AND MARKETING



## Sales Bulletin

**To:** Dealer Principals  
General Managers  
Sales Managers and Sales Professionals  
Rental and Leasing Professionals

**Region:**  U.S.  
 CAN

**Bulletin:** SBN19-036  
**Date:** March 29, 2019  
**Valid to:** December 31, 2019  
**Action Required?**  Yes  No

**From:** Peter Voorhoeve – President, Volvo Trucks North America  
**Subject:** Update: Volvo Trucks Sleeper Bunk Window Safety Defect

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As announced in [SBN19-030](#) and [SRA-V19-02](#) a safety defect has been identified on certain 2018-2020 Volvo VNL 740, VNL 760 and VNX 740 models built on January 31, 2017 through January 11, 2019 due to the potential for the sleeper bunk windows to detach and fall from the vehicle.

In order to allow dealers to retail trucks that are currently in stock, and also a part of the current recall, we have determined a temporary solution. A package will be arriving at each dealer, who currently has trucks affected in stock ([VIN list](#)), with the following items:

- Warning label sticker to be applied inside the truck to each sleeper bunk window casing (2 stickers for a 740 model and 4 stickers for a 760 model). This sticker informs the operator that the sleeper windows must be in the closed and locked position when the vehicle is in motion.
- A letter which must be given to each customer, per truck, stating the reason for the recall and the purpose of the sticker.
- Sticker application instructions



**As soon as the stickers are applied to each window, the truck may be delivered and warranty registered!**

### Contact information

For questions regarding this bulletin, please contact the Regulatory Affairs Department at: [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com).