

Volvo Trucks

Uptime



Recall Alerts

To: U.S. and Canada Distributors
Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Region: U.S.
 CAN

Bulletin: SRA-V19-06
Date: October 30, 2019
Valid to: N/A
Action Required? Yes No

From: Gerard Hones, Regulatory Specialist Government Reporting
Subject: Safety Recall RVXX1906, Steering Gear

Description of Defect:

On certain vehicles, torque loss of steering gear mounting fasteners may occur on vehicles manufactured with a Sheppard HD94 Steering Gear. Torque loss can result in loosening of the steering gear, which may result in loss of vehicle control under certain conditions.

Models/ Model Years Affected:

Certain 2020 VNL and VNR model vehicles manufactured from January 1, 2019 through October 17, 2019 with a Sheppard HD94 Gear.

Vehicle Quantities:

Approximately 2,345 vehicles (2,287 U.S., 58 Canada)

The recall population is based on available facts at this time. These facts include (1) reports of the issue are limited to new vehicles manufactured in 2019 with Sheppard Steering Gear (part number 22803500) HD 94 Gear Variant, and (2) torque loss of steering gear mounting fasteners in vehicles with Sheppard HD94 Gear variant. Further investigation/ collaboration between Sheppard and Volvo is proceeding to confirm root cause and scope.

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:

- By November 1, 2019, VIN list and repair instructions will be available on the Dealer Portal
- By November 15, 2019, recall notification letters will be mailed to owners of the affected vehicles.

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

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The following Q&A is intended to help answer questions about this recall:

Q: What is the repair?

- Torque the steering gear mounting bolts (3 in total) to 500 +/- 25 Nm (370 +/- 18 lb ft)

Q: What if the bolts are loose?

- If the bolts are loose, create an Argus case with the VIN, vehicle mileage, pictures of the loose bolts, and the steering gear casting number.
- Torque the steering gear mounting bolts (3 in total) to 500 +/- 25 Nm (370 +/- 18 lb ft)

Q: Will further repairs be required on these vehicles?

- We believe that increasing the torque will address the issue; we are currently testing to confirm. Additional information will be provided to the dealer when we complete the testing.

Q: What is the root cause?

- Root cause is still under review. We believe that there is more than one contributing factor.
- Volvo and Sheppard are working to confirm the root cause. We hope to have the root causes identified in the next few weeks.
- Information will be shared with the dealers when available.

Q: Have there been any reports of accidents?

- No, Volvo has not received any reports of vehicle crashes as a result of this defect. 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.

Q: Are there precautions that the owner can take until their vehicle is repaired?

- Yes, as part of the pre- and post-trip daily inspections, they should visually inspect the steering gear for loose bolts. An inspection procedure will be provided with the owner notification letter.

Q: Should the vehicle owner park their vehicle(s)?

- No
- They should only park their vehicle(s) if the steering gear mounting bolts are loose.

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Q: What type of warnings, if any, will the driver receive if the gear is loose?

- Yes, there are warnings. These include:
 - Visual - a loose steering gear can be found during a pre- and post-trip inspection.
 - Feel – there would be a difference that can be felt through the steering wheel and/or handling of the vehicle.
 - Noise – there may be noise

This issue does not result in complete loss of steering without warning.

Q: Does the daily inspection replace the repair-retorque of the bolts?

- No, tightening the bolts will help sustain the torque. The inspection, if used, will help identify any vehicles where there is a potential risk.
- Pre- and post-trip inspection are required by the Federal Motor Carrier Safety Administration and are essential to continued safe operation of the vehicle.