

SAFETY RECALL NOTICE

VOLVO

IMPORTANT SAFETY RECALL RVXX2001 NHTSA RECALL # 20V-241

DEAR VOLVO TRUCK OWNER:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Trucks North America has decided that a defect, which relates to motor vehicle safety exists in certain 2020 and 2021 VNL, and VNR model vehicles manufactured from October 28, 2019 through January 17, 2020

SAFETY 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.

SAFETY RISK: Under-torqued fasteners can result in loss of clamp load, which may affect the steering and potential loss of vehicle control and a vehicle crash under certain conditions.

PRECAUTIONS YOU CAN TAKE: During pre and post-trip inspections, visually inspect the steering gear for looseness (see page 3 and following for further instruction). If loose fasteners are found, do not operate the vehicle; please call the Recall Support Line: 1+877-800-4945 opt #1, for further information and/or assistance.

TIME REQUIRED FOR THE REPAIR: The time required to inspect/ repair your vehicle is approximately 1 hour.

WHAT YOU SHOULD DO: You should contact the nearest Volvo Parts and Service Center and make an appointment. The dealer will inspect the gear mounting fasteners. Fasteners will be re-tightened.

You can locate the closest Volvo Parts and Service Center by going on line to <http://www.volvo.com/trucks/na/en-us/dealers/> and selecting "Dealer Locator" or by calling our toll-free number: 1-800-52-VOLVO (1-800-528-6586).

**NOTICE REGARDING
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter and the Vehicle Identification Number(s) of the vehicle that you have leased to that lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**OWNER RECALL
RESPONSE CARD:**

The enclosed "Notice of Vehicle Recall" identifies your vehicle. If you no longer own the vehicle, please help us update our records by completing the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

**ASSISTANCE/
COMPLAINTS:**

Volvo Trucks North America
Regulatory Affairs Department,
P.O. Box 26115
Greensboro, NC 27402-6115
vtna.regulatoryaffairs@volvo.com

You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue, S.E., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov> if you believe that Volvo has failed to remedy the defect without charge, or has failed to remedy the vehicle within 60 days of the owners first tender to obtain repair following the earliest time that parts are available.

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses.

**PRE NOTIFICATION
REMEDIES:**

Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to provide our customers with the best possible product.

VOLVO TRUCKS NORTH AMERICA