

SAFETY RECALL NOTICE

VOLVO

IMPORTANT SAFETY RECALL RVXX2002 NHTSA RECALL # 20V-384

DEAR VOLVO TRUCK OWNER:

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

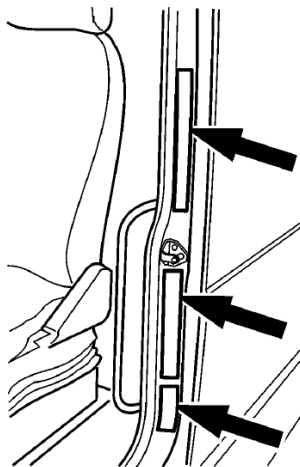
Volvo Trucks North America has decided that a defect, which relates to motor vehicle safety exists in certain 2018 to 2021 VNL, and VNR model vehicles manufactured from October 13, 2017 through March 27, 2020 manufactured with CONMET alum drive hubs, combined with a wheel offset.

SAFETY DEFECT: On certain trucks, the Gross Axle Weight Rating (GAWR) for rear drive axles exceeds the load rating of the wheel hubs. This could cause the hubs to fail prematurely. If this happens, a wheel could separate from the truck.

SAFETY RISK: A wheel separation could increase the risk of a crash. A wheel that detaches from a vehicle could also create a hazard for other drivers and nearby people.

PRECAUTIONS YOU CAN TAKE: There are no precautions that you can take other than replace the label.

WHAT YOU SHOULD DO: A new certification label is enclosed with this letter. The certification label is located just inside the driver's door, on the rear door post. An illustration is provided below with the label showing its exact location and instructions for removing and replacing it.



- 1. Remove old label completely, and clean surface of any adhesive residue using a suitable cleaner.**
- 2. Allow surface to dry completely and apply new label to same position/location as the removed label.**
- 3. Place the removed label in the enclosed return addressed envelope and return to Volvo Trucks.**
- 4. If preferred you may have the certification label replaced at a Volvo Truck Dealership at no cost to you.**

**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
LABEL RETURN
ENVELOPE:**

Please use the enclosed envelope to return the removed label to Volvo Trucks to confirm completion of the recall.

**ASSISTANCE/
COMPLAINTS:**

If you need assistance, please contact:

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>.

**PRE NOTIFICATION
REMEDIES:**

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

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

