

Volvo Trucks

Uptime



Recall Alerts

To: Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Region: U.S.
 CAN

Bulletin: SRA-V20-05
Date: October 19, 2020
Valid to: N/A
Action Required? Yes No

From: Gerard Hones, Regulatory Specialist Government Reporting
Subject: Safety Recall RVXX2005, Sleeper Bunk Window

In 2019, we issued a safety recall ([RVXX1902](#)) to address the potential that the sleeper bunk windows may detach and fall from the vehicle. An initial solution was implemented into production at NRV on a limited number of vehicles that was then replaced by a more robust solution. This more robust solution was used to address vehicles in the 2019 safety recall. This new recall is to install the more robust solution on vehicles that received the initial solution.

Description of Defect:

The window hinge and mounting hardware are insufficient to hold the window in place if the truck is driven with the sleeper bunk windows open. If the window detaches from the vehicle, it may strike another vehicle or pedestrian increasing the risk of personal injury or a vehicle crash.

There are no reports of personal injury or vehicle crash. Volvo considers this a proactive measure to protect the public and Volvo's customers from the potential risk associated with this defect.

Models/ Model Years Affected:

Certain 2020 VNL model vehicles manufactured from January 14, 2019 through September 30, 2019

Vehicle Quantities:

10,736 (8,456 US, 2,103 Canada, 177 Mexico)

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.

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Release Schedule:

- Vehicle list and repair Instructions are posted on the Trucks Dealer Portal.
- The recall will be loaded to the affected vehicles in UCHP by October 19, 2020
- Owner notification letters will be mailed on or before October 30, 2020.

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

Q: Is this related to the previous recall (RVXX1902) on windows in 2019?

- Yes, it is the same issue and the same fix; however, some vehicles in this population may already have the aluminum hinge solution. For these vehicles, repair is not required.

Q: Do vehicles addressed in the prior recall (RVXX1902) require further repair?

- No

Q: Will vehicles not addressed in the prior recall (RVXX1902) require this recall?

- No
- Vehicles that have not yet been corrected under the previous recall will still be addressed under the previous recall - RVXX1902.

Q: What do I need to do with vehicles that are in dealer inventory and affected by the recall?

- You should use the repair instructions to inspect and/or repair the vehicles before they are sold.
- Parts are available and can be ordered through standard processes.

Q: Are the vehicles safe to operate prior to an inspection/fix?

- Yes
- The vehicles can be operated with the windows closed as stated in the operator's manual and on the label applied to the windows.

Q: How/when will you advise owners?

- Owners will be notified by first class mail by October 30.
- We will inform the owners to schedule an appointment with an authorized Volvo Service Provider, who will inspect and/or repair the vehicle free of charge.

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Q: What should customers with an affected vehicle do?

- Customers with affected vehicles should have their vehicle(s) inspected/ repaired by an authorized Volvo Service Center once notified by Volvo.

Q: What is the fix?

- Inspect the windows for the aluminum hinge and repair as needed. Repair is to install aluminum hinges and new mounting hardware if not already installed.

Q: What is the cause?

- The window hinge and mounting hardware are insufficient to hold the window in place if the truck is driven with the sleeper bunk windows open.

Q. Why were these vehicles not recalled in the first recall?

- These vehicles received a production solution that we believed would address the safety issue.
- After further review, we determined that a more robust solution was required, which was introduced in production and used in the prior recall.
- This recall is to address those vehicles that do not have the more robust solution (i.e. aluminum hinge and new mounting hardware).