

**Hones Gerard**

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**From:** Volvo Trucks <info@learn.volvotrucks.com>  
**Sent:** Friday, June 10, 2022 6:45 PM  
**To:** Hones Gerard  
**Subject:** Bendix/Sheppard Steering Gear Recall

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**V O L V O**

## **VOLVO TRUCKS NORTH AMERICA DEALER COMMUNICATION**



A safety defect has been identified in Bendix/Sheppard steering gears installed on certain MY2022 and MY2023 Volvo VNs built from June 1, 2021 through March 11, 2022. This defect results in the potential for the steering gear to fail. A total of 1,641 Volvo trucks are affected in the United States and Canada, but at this time, Sheppard is not recommending that vehicles be removed from service.

Volvo has not received any reports of failures or incidents related to this manufacturing defect.

Volvo dealers may not sell or deliver any units included in this recall until the issue has been corrected, and all affected trucks at New River Valley will be held in float and not shipped to the dealer until repaired.

Volvo is taking this issue seriously in order to protect our customers and other road users from the potential risk related to this defect. Repair for this issue is currently under development, and an engineering solution will be communicated as soon as possible.

Please see **SBN22-056** for more detailed information on this recall.

You received this email because you're a valued member of the Volvo Trucks dealer network. Your contact information is managed and controlled by your Dealer System Administrator in Dealer Manager. Every employee needs a unique email address tied to a User ID. This enables a user to receive email from us, plus the ability to reset your password 24/7 for the Trucks Dealer Portal and our applications.

[Privacy Policy](#)

# TRUCKS DEALER BULLETIN

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

**From:** Peter Voorhoeve – President, Volvo Trucks North America

**Subject:** Bendix/Sheppard Steering Gear Recall

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**Bulletin:** SBN22-056  
**Date:** June 10, 2022  
**Region:**  U.S.  
 CAN

A safety defect has been identified in Bendix/Sheppard steering gears installed on certain MY2022 and MY2023 Volvo VNLs and VNRs built from June 1, 2021 through March 11, 2022. This defect results in the potential for the steering gear to fail. A total of 1,641 Volvo trucks are affected in the United States and Canada, but at this time, Sheppard is not recommending that vehicles be removed from service.

Volvo has not received any reports of failures or incidents related to this manufacturing defect.

Certain trucks were built with a steering gear that was assembled with an insufficient number of ball bearings which can lead to a fracture in the steering gear and possible loss of vehicle steering which may increase the risk of an accident. There are no audible or visual warnings prior to steering gear failure, although the driver may perceive the steering as strained.

Volvo is taking this issue seriously in order to protect our customers and other road users from the potential risk related to this defect. Repair for this issue is currently under development, and an engineering solution will be communicated as soon as possible.

## Important details:

- Volvo dealers may not sell or deliver any units included in this recall until the issue has been corrected.
- Affected trucks at New River Valley will be held in float and not shipped to the dealer until repaired.
- Nearly all VNR Electric trucks built between June 1, 2021 and March 11, 2022 are affected by this recall.
- More detailed information can be found in the [recall alert](#) issued on June 10, 2022.
- A list of impacted VINs is available as an attachment to the [recall alert](#) on Trucks Dealer Portal (TDP).
- A letter will be mailed to customers on or before July 29, 2022 if their truck(s) is included in the recall.

We will continue to keep the dealer network informed as soon as we have more information regarding repair instructions.

## Contact Information

Please direct questions to your Volvo regional vice president or the Volvo Regulatory Affairs Department at [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com).