



Recall Alerts

To: Dealer Principals
Service Managers
Warranty Managers
Parts Managers

Region: U.S.
 CAN

Bulletin: SRA-V23-16
Date: December 27, 2023
Valid to: N/A
Action Required? Yes No

From: Corey Martin, Product Regulation Specialist
Subject: Safety Recall RVXX2316, Bendix (Sheppard Steering Gear Recall)

Description of Defect:

On certain vehicles, the steering gear was assembled with fewer than the required number of recirculating balls which can lead to a fracture in the steering gear worm-shaft. A steering gear with fewer than the required number of recirculating balls may bind when loads are applied. In some cases, the balls may align on the same side of the gear's worm-shaft and concentrated loads may cause the gear's internal parts to fracture resulting in a possible loss of vehicle steering. Loss of steering increases the risk of a crash.

Vehicles will be inspected for suspect steering gear serial numbers and those suspect gears will be replaced with remedy gears.

Models/ Model Years Affected:

A 2020 Volvo VN model vehicle manufactured on July 22, 2019.

Vehicle Quantities:

1 US

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:

- Vehicle list will be posted on the Trucks Dealer Portal December 27, 2023.
- Owner notification letters will be released on or before February 23, 2024.

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