

# SAFETY RECALL NOTICE

**VOLVO**

## IMPORTANT SAFETY RECALL RVXX1510 NHTSA RECALL # 15V-682

### 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 (Volvo) has decided that a defect which relates to motor vehicle safety exists in certain model year 2016 Volvo VNL and VNM trucks manufactured January 6, 2015 through January 15, 2015 with an Eaton Transmission.

**SAFETY DEFECT:** According to Eaton, "When the transmission shift lever is moved from reverse to neutral, the reverse gear may stay engaged. When the transmission shift lever is moved from reverse to a forward gear position, the transmission may mechanically lock (i.e., both the reverse gear and forward gear engage simultaneously)."

**SAFETY RISK:** This condition may result in a vehicle crash.

**PRECAUTIONS YOU CAN TAKE:** There are no precautions you can take other than having your vehicle inspected and repaired if needed by a Volvo Parts and Service Center.

**TIME REQUIRED FOR THE REPAIR:** The time required for the inspection and repairs, if required, is approximately one day.

**WHAT YOU SHOULD DO:** You should contact the Volvo Recall Call Center to arrange an appointment with a Volvo Service Center. Your vehicle will be inspected and the transmission repaired, if required, at **no charge** to you. Volvo Recall Call Center's number is 1-877-4945.

**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](mailto: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***