



**To:** U.S. and Canada Distributors  
Dealer Principals  
Service Managers  
Warranty Managers  
Parts Managers

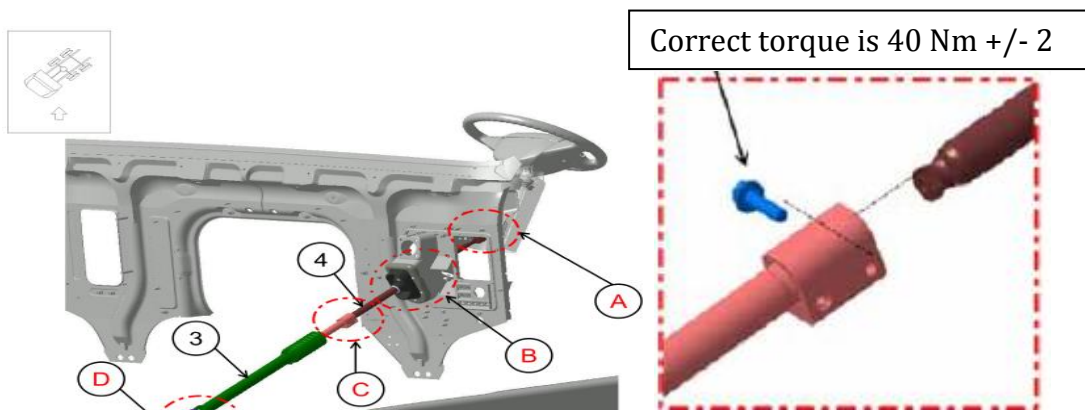
**Bulletin:** SRA-V15-12  
**Date:** November 23, 2015  
**Action Required?** **YES**

**From:** Regulatory Affairs Department

**Subject:** Safety Recall, RVXX1512, 2-Piece Steering Shaft

### **Description of Defect:**

The bolt at the junction block is not torqued to the correct specification (lower than what is required). As a result, the bolt can loosen, which may result in separation of the two shafts. Separation of the two shafts results in complete loss of steering which may result in a vehicle crash.



### **Models/ Model Years Affected:**

Volvo: 2016 VNL, VNM, VNX model vehicles manufactured from May 11, 2015 through November 12, 2015 with a two piece steering shaft.

### **Vehicle Quantities:**

Volvo: 13,218 total (11,128 U.S., 2001 Canada, 1 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.

### **Release Schedule:**

- Vehicle list will be posted on the Trucks Dealer Portal November 23, 2015
- Repair literature will be release on or before November 24, 2015

- Owner letters will be released on or before November 30, 2015 to provide instructions on how to tighten the bolt and information will be shared that at the next service the joint will be inspected for looseness with replacement of the bolt and/or steering shafts if required.
- A customer support line (877-800-4945 opt #1) is set up to support the recall.

Questions:

Contact the Regulatory Affairs Department at [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com) if you have questions.