

# SAFETY RECALL

Volvo Trucks North America

Greensboro, NC USA

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| Date     | Number   | Release | Page |
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| 01. 2024 | RVXX2315 | 01      | 1(3) |

## Hendrickson Compositelite SC20, EXS20 – Steering Knuckle Bearing Journals

### RECALL INFORMATION

(January 2024)

Volvo has determined that some vehicles may be equipped with Hendrickson Compositelite EXS20 and SC20 steerable auxiliary lift axle suspension assemblies with bearing journals not fully seated to the backbones of the left and right-side steering knuckle assembly in order for the wheel end hub assemblies to be properly installed. Over an extended period of operation, use of the lift axle suspension assemblies in this condition can result in (1) the respective axle spindles to become loose from the steering knuckle assemblies or otherwise fracture and/or (2) wheel hub damage. This can result in foreign object debris on the roadway, increasing the risk of a crash and/or injury.

Volvo Trucks has not received warranty claims, field reports, or service reports because of this issue.

To ensure that these vehicles meet Volvo's stringent quality requirements, an inspection of the steerable lift axle will need to be performed and repaired as necessary by a Hendrickson representative. Follow the instructions below to schedule inspection/repair with corresponding Hendrickson personnel.

### VEHICLES AFFECTED

Certain 2024 VN and VHD vehicles manufactured between October 9th, 2023, and October 10<sup>th</sup>, 2023.

### VEHICLE QUANTITY

There are 2 vehicles affected by this recall (1 U.S, 1 Canada).



**Parts**

Hendrickson will manage and track all shipments of Replacement Parts Service Kits. Hendrickson will be providing a representative to inspect and install the replacement parts.

**Repair Instructions**

To schedule the inspection and repair of the truck, please contact the corresponding Hendrickson Service Manager as seen below.

# Hendrickson Regional Service Managers

|   |  |  |  |   |
|---|--|--|--|---|
| <p><b>JAMES BURRIER</b><br/>Phone 330-933-5569<br/><a href="mailto:jburrer@hendrickson-intl.com">jburrer@hendrickson-intl.com</a></p> <p>Alabama, Kentucky, Mississippi, North Carolina, Tennessee, Virginia</p>  | <p><b>BILL HODGKINSON</b><br/>Phone 226-231-0484<br/><a href="mailto:whodgkinson@hendrickson-intl.com">whodgkinson@hendrickson-intl.com</a></p> <p>Manitoba, Ontario</p>                       | <p><b>TONY KOCKRITZ</b><br/>Phone 360-607-5539<br/><a href="mailto:akockritz@hendrickson-intl.com">akockritz@hendrickson-intl.com</a></p> <p>Alaska, Oregon, Washington</p>  | <p><b>JIM McDANIEL</b><br/>Phone 630-210-2670<br/><a href="mailto:jmcdaniel@hendrickson-intl.com">jmcdaniel@hendrickson-intl.com</a></p> <p>Arkansas, Louisiana, Oklahoma, Texas</p> | <p><b>Director of Field Service</b></p>   |
| <p><b>PETE CATARELLI</b><br/>Phone 631-605-5314<br/><a href="mailto:pcatarelli@hendrickson-intl.com">pcatarelli@hendrickson-intl.com</a></p> <p>Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont</p> | <p><b>RUDY JORDAN</b><br/>Phone 630-730-3991<br/><a href="mailto:rjordan@hendrickson-intl.com">rjordan@hendrickson-intl.com</a></p> <p>Arizona, California, Nevada, New Mexico</p>             | <p><b>CHRIS LAHURE</b><br/>Phone 403-617-8096<br/><a href="mailto:clahure@hendrickson-intl.com">clahure@hendrickson-intl.com</a></p> <p>Alberta, British Columbia, Saskatchewan</p>  |  | <p><b>Corporate Technical Training Manager</b></p>  |
| <p><b>CALVIN DOPP</b><br/>Phone 330-933-5571<br/><a href="mailto:cdopp@hendrickson-intl.com">cdopp@hendrickson-intl.com</a></p> <p>Colorado, Idaho, Montana, Utah, Wyoming</p>  | <p><b>DAVID KNAPP</b><br/>Phone 614-314-0169<br/><a href="mailto:dknapp@hendrickson-intl.com">dknapp@hendrickson-intl.com</a></p> <p>Michigan, Ohio, West Virginia</p>                         | <p><b>RICHARD LAROCQUE</b><br/>Phone 613-305-4257<br/><a href="mailto:rlarocque@hendrickson-intl.com">rlarocque@hendrickson-intl.com</a></p> <p>Labrador, New Brunswick, Newfoundland, Nova Scotia, Prince Edward Island, Quebec</p> |  | <p><b>BOB BORSOM</b><br/>Cellular 770-696-7390<br/><a href="mailto:bborsom@hendrickson-intl.com">bborsom@hendrickson-intl.com</a></p> |
| <p><b>STEVE GEORGE</b><br/>Phone 765-535-8529<br/><a href="mailto:sgeorge@hendrickson-intl.com">sgeorge@hendrickson-intl.com</a></p> <p>Florida, Georgia, South Carolina</p>  | <p><b>JOHN KNUTSON</b><br/>Phone 630-640-3640<br/><a href="mailto:jknutson@hendrickson-intl.com">jknutson@hendrickson-intl.com</a></p> <p>Minnesota, North Dakota, South Dakota, Wisconsin</p> | <p><b>DEAN LEWIS</b><br/>Phone 630-390-0648<br/><a href="mailto:dlewis@hendrickson-intl.com">dlewis@hendrickson-intl.com</a></p> <p>Illinois, Indiana, Iowa, Kansas, Missouri, Nebraska</p>  |    |   |

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Please reach out to [campaign@volvo.com](mailto:campaign@volvo.com) if you have any questions or concerns.

## REIMBURSEMENT

|   |                                      |
|---|--------------------------------------|
| This repair is covered by an authorized Safety Recall. Reimbursement is obtained through the normal claim handling process. |                                      |
|   | <b>UCHP Reimbursement</b>            |
| <b>Claim Type</b> (used only when uploading from the Dealer Business System)  | 40                                   |
| <b>Recall Status</b>  |                                      |
| Vehicle repaired per instructions   | 1-Modified per instructions          |
| <b>Labor Codes</b>  |                                      |
| Primary Labor Code:<br>1720-16-09-01 Campaign, General X 60   | SRT<br>(0.1 x 60)<br><b>6.0 hrs.</b> |
| <b>Causal Part</b>  | EXS20, SC20                          |
| <b>Authorization Number</b>   | C0342                                |

**Note:** Dealers or the designated representatives are to perform Safety Recall on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles that are subject to a Safety Recall are brought to your dealership for service, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is released to the owner.