

SAFETY RECALL BULLETIN

January 28, 2011

TO: DISTRIBUTOR PRINCIPALS
SERVICE MANAGERS

SUBJECT: Vehicle Safety Recall - RVXX1003
TRW Drag Link

On certain Volvo 2001-2006 VNL and VNM model vehicles manufactured with TRW sealed (i.e. non-greasable) drag links, certain factors can exist, which if left untreated may result in a ball socket separation.

Approximately 77,828 (63,788 US, 10,401 Canada, and 3,639 Mexico) are involved in this safety recall.

A copy of the service bulletin covering the repair instructions and procedures is enclosed.

It is important that preparation be made immediately to assure prompt inspection and/or correction of all vehicles involved. The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act requires dealers to insure 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. All Safety Recalls, which affect new or used inventory, must be performed before the vehicle is sold or leased. Please refer to Service Operations Service Letter #SL-004-001 dated 11/19/92 regarding the aforementioned amendment.

Please note that Dealers are responsible for performing the recall on all vehicles subject to the recall at no charge to the owner regardless of mileage, age of vehicle, or ownership from this time forward. Additionally, the National Traffic and Motor Vehicle Safety Act requires that the owner's vehicle(s) be corrected within a reasonable time after parts are available to the Dealer. The law states that failure to repair a vehicle within (60) days after tender for repair shall be a prima facie evidence of unreasonable time. However, circumstances of a particular situation may reduce the sixty (60) day period. If the vehicle is not repaired within a reasonable time, the vehicle owner may be entitled, without charge, to a reasonable equivalent vehicle or refund of the purchase price, less reasonable allowances for depreciation.

Please use the enclosed Notice of Mandatory Safety Campaign card(s) to report sold or transferred trucks. Make sure these cards are returned to us and not directly to the customer or to another dealer. A notice of the recall will be mailed to all identified registrants of affected vehicles. To avoid warranty denial of your claim for reimbursement of expenses connected with this recall, first, make sure the truck presented for the recall has the recall authorization loaded in eWarranty. Reserve the recall authorization in eWarranty prior to performing the recall.

Volvo Trucks North America recommends a follow-up by telephone or a personal visit, of all owners of vehicles subject to the recall who fail to bring the vehicle(s) in for repair. Your District Service Manager will be contacting you to assure that this recall attains the visibility we feel is necessary to ensure 100% completion. Please be prepared to review your progress and/or any problems associated with the recall.

If you have any questions about this recall, which may not have been covered in this letter or enclosures, please contact the Regulatory Affairs group by email at vtna.regulatoryaffairs@volvo.com

Very truly yours,

VOLVO TRUCKS NORTH AMERICA

Enclosures: Customer Notice
Service Bulletin
Notification Cards