



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

001 11 2003

400 Seventh Street, S.W.  
Washington, D.C. 20590

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Charles D. Powell  
Recall Administrator  
Volvo Trucks North America, Inc.  
P.O. Box 26115  
Greensboro, NC 27402-6115

NVS-215 lra

Dear Mr. Powell:

Volvo Trucks North America, Inc. (Volvo Trucks) is requested, pursuant to 49 U.S.C. 30165, 30166, and 30119, to renotify owners involved in safety recall 03V-108 who have not had their vehicles corrected or otherwise accounted for. This recall involves 396 MY 2000 through 2003 Volvo VHD trucks equipped with an optional two-man passenger bench seats that fail to comply with Federal Motor Vehicle Safety Standard No. 210, "Seat Assembly Anchorages." The remedy for this recall campaign was to replace the D-Ring mounting bracket. Owner notification began on April 27, 2003. Through the second quarter of 2004, Volvo Trucks' fifth reporting quarter, Volvo Trucks reports that of the 396 vehicles involved, 151 have been remedied, resulting in a completion rate of 48 percent.

Volvo Trucks should conduct the owner renotification in accordance with the guidelines listed below.

- Before conducting the owner renotification, Volvo Trucks should obtain an updated owner list, for this recall campaign, based on current state motor vehicle registration records.
- Volvo Trucks' proposed owner renotification letter for this recall must meet the requirements of 49 CFR Part 577.10, "Follow-up Notification," and must be submitted to NHTSA for review before owner renotification begins. Part 577.10(e)(1) specifically requires that the renotification letter be identified as a "... follow-up to an earlier communication."
- In addition to the six quarterly status reports required under 49 CFR Part 573.6, "Quarterly Reports," Volvo Trucks is requested to file three additional quarterly status reports.



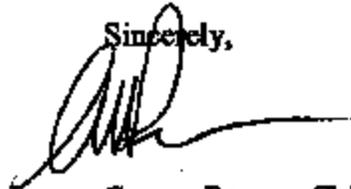
DOT AUTO SAFETY HOTLINE  
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888-327-4296

- **Furnish a proposed schedule for conducting the owner renotification that includes the following information:**
  - a. **the date on which the search of current state motor vehicle registration records will be initiated in order to update the original owner list;**
  - b. **the approximate date on which the revised owner list will be available to initiate owner renotification;**
  - c. **the approximate date on which the owner renotification will begin; and**
  - d. **the approximate date on which the owner renotification will be completed (if the owner renotification is to be staggered, give the beginning and ending owner renotification date for each segment).**

**Volvo Trucks' renotification schedule and a draft of the proposed owner renotification letter must be submitted to this office by November 10, 2004.**

**If you have any questions concerning this matter, please contact Kelly Schuler of my staff at (202) 366-5227, by fax at (202) 366-7882, or by e-mail at [kschuler@nhtsa.dot.gov](mailto:kschuler@nhtsa.dot.gov).**

Sincerely,



**George Person, Chief  
Recall Management Division  
Office of Defects Investigation  
Enforcement**