

SAFETY RECALL RVXX0702 AUGUST 2007

SAFETY RECALL BULLETIN

ATTENTION: SERVICE MANAGERS
PARTS MANAGERS

SUBJECT: Steering Shaft Lock Nut

SAFETY RECALL INFORMATION:

There exists the potential that the locknut used to retain the steering shaft may not have had the lock feature. If the nut were to come loose and be left untreated, the steering shaft could potentially separate.

VEHICLES AFFECTED:

All VN, VHD, and VT model vehicles manufactured from November 14, 2006 through May 30, 2007.

There are 10,707 vehicles (9,264 US; 986 Canada; 457 Export) affected by this recall.

NOTE: To verify or determine if a particular vehicle is affected by this recall (or any other recall), you should enter the Vehicle Identification Number into the VIN search field in eWarranty, and the screen will display any outstanding recall.

If a "Dealer Listing" is enclosed it identifies the vehicles that were sold or shipped to your dealership. Be sure to check the eWarranty Vehicle Detail screen before performing the recall to verify that the recall is still open.

REPAIR:

The recall repair will consist of replacing the steering shaft pinch bolts and locknuts. Details are provided in the repair instruction starting on page 4 of this bulletin.

TIME ALLOWANCE:

0.5 hour per vehicle for replacing the pinch bolts and locknuts.

Note: If the recall repair is the only repair being administered to the truck, then a take charge time allowance of 0.3 hrs can be claimed.



PART ORDERING PROCEDURES:

Parts for this recall should be ordered through Volvo Trucks North America Dealer Communication System. The following information is required to place an order:

1. Your dealer account number, and
2. Volvo part numbers - **20924949 (Pinch Bolt); 971086 (nut)**

NOTE IMPORTANT CHANGE:

Parts should be ordered CLASS THREE (3)! On class three orders, Volvo Trucks North America pays for all shipping costs; therefore, Dealer Claims MUST NOT include shipping costs.

In the event where a dealer does not have the part in stock and has a vehicle that requires the recall, the dealer should order the part CLASS ONE (1) to ensure the quickest possible delivery. Since dealers are responsible for the shipping cost on class one orders, **the dealer should include the expense of shipping in the claim.**

The cost of the part plus 30% dealer mark-up will have to be claimed according to the guidelines identified under the heading "*Claims for Credit*".

DEALER PARTS INVENTORY:

Dealer parts inventory is not affected by this recall.

REMOVED PARTS:

Note: The removed pinch bolts and nuts **MUST NOT BE REUSED** and should be scrapped locally by the dealer.

CLAIMS FOR CREDIT:

Expenses associated with the performance of this recall will be reimbursed based on the guidelines identified in this bulletin, and section 2-41 of the Warranty Manual, Policies and Procedures and chapter 20 of the Parts Operations Manual.

CLAIM CODING INFORMATION:

Authorization Number: RVXX0702
Causal Part Number: 971086

STANDARD REPAIR CODES AND TIME:

Repair: 64140-0-01 (0.5 hour)
Take charge time (if applicable): 17003-0-01 (0.3 hour)

IMPORTANT NOTE: Claims for a recall repair **MUST** be submitted within 2 working days from the repair date.

OWNER RECALL RESPONSE CARD:

The "Owner Recall Response Card" is to provide the vehicle owner with a convenient way to notify Volvo Trucks North America of changes affecting the ownership of the subject vehicle. The owner recall response card is not intended for dealer usage other than to assist you in the preparation of the repair orders necessary to perform the applicable recall on the subject vehicle. Please do not use the card as a way to inform Volvo Trucks North America that the vehicle has been inspected or modified. Your DCS claim on line is the appropriate means of informing Volvo Trucks North America that the vehicle has been inspected or modified.

DEALER RECALL RESPONSIBILITY:

Dealers are to perform 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. Whenever a vehicle subject to this recall is taken into or is in your vehicle inventory or dealership for service, we strongly recommend you make every effort to perform the recall correction before the vehicle is sold or released to the owner.

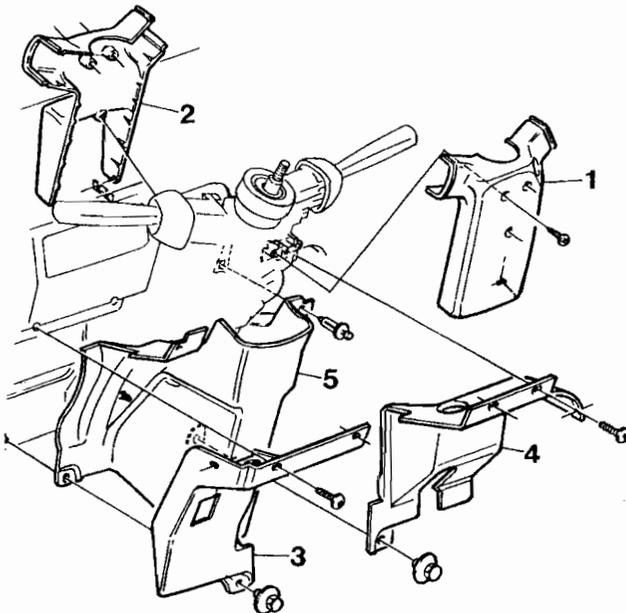
IMPORTANT NOTICE:

Please note that the National Traffic and Motor Vehicle Safety Act requires that the owner's vehicle(s) be corrected at no charge and within a reasonable time after parts are available to you. The law states that failure to repair a vehicle within sixty (60) days after tender for repair shall be a prima facia evidence of unreasonable time. However, circumstances of a particular situation may reduce the sixty-day period. If an owner's vehicle is not repaired within a reasonable time, he or she may be entitled, without charge, to a reasonable equivalent vehicle or refund of the purchase price, less reasonable allowance for depreciation.

Steering Shaft Pinch Bolt Replacement

You must read and understand the precautions and guidelines in Service Information, group 60, "General Safety Practices Wheel Suspension and Steering" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

1. Ensure the vehicle front wheels are pointing straight ahead.
- 2.



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Remove the covers from around the steering column in order shown.

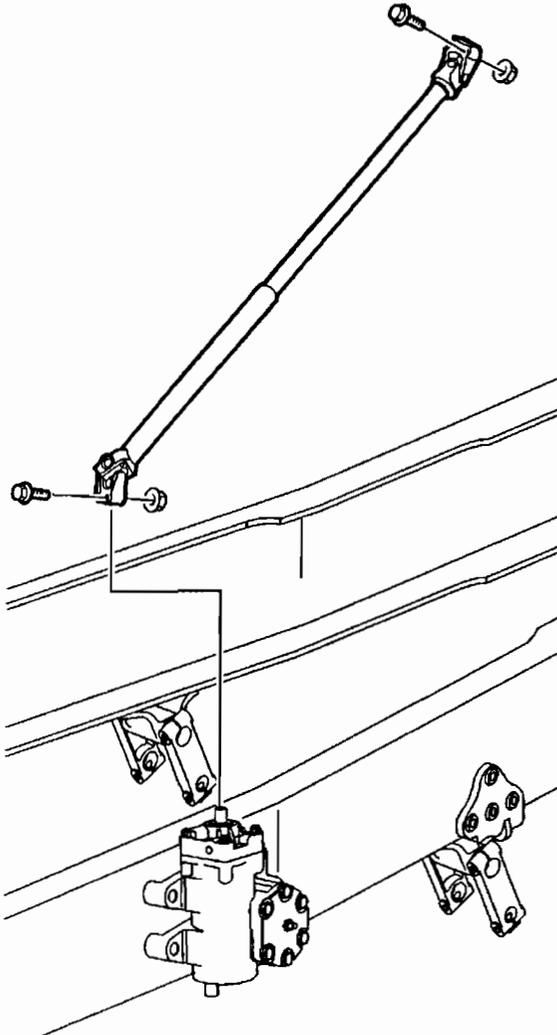
Note: Disconnect the hood latch release cables at the cup latches to aid in disconnection of the cables at the release handle.

Note: Tilt the steering column to the vertical position

3. Remove the pinch bolt on the steering shaft upper U-joint.
Note: The pinch bolt is perpendicular to the steering column shaft and installed through the whistle notch. Do not pull the shafts apart.
4. Install new pinch bolt (20924949) and nut (971086). Do Not Tighten until step 5 is performed.

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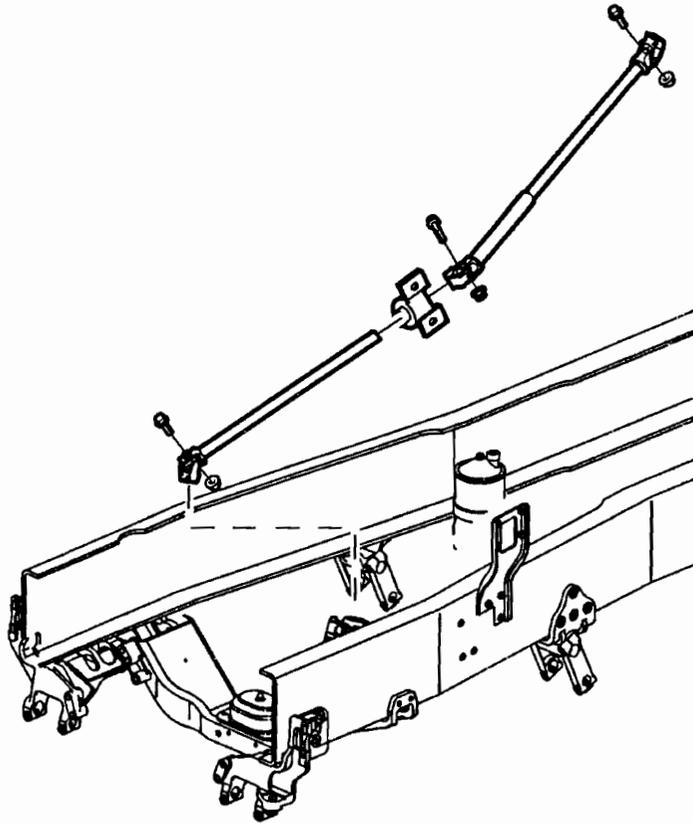
5. Remove the pinch bolt from the gear end of the steering shaft.
Note: On VHD axle forward models there will be an additional pinch bolt to replace at the shaft support bearing.



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Typical VN-2, VHD-2 and VT steering shaft

On VN-2 VHD-2 and VT models install the new pinch bolt (20924949) and nut (971086).
Tighten the pinch bolt to 60 ± 10 Nm (45 ± 7 ft-lb).



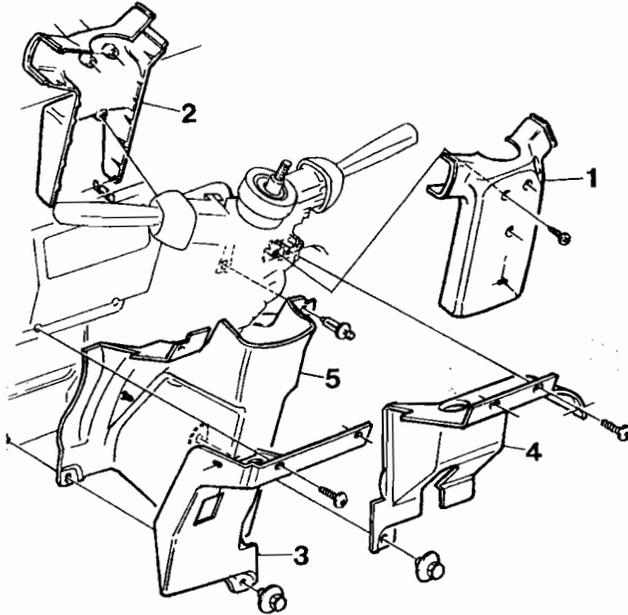
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VHDF-2 Steering Shaft

On VHDF-2 models install the new pinch bolts 20924949) and nut (971086) one at the steering gear and one at the support bearing. Tighten the pinch bolts to 60 ± 10 Nm (45 ± 7 ft-lb).

6. Tighten the pinch bolts mentioned in step 4. Tighten the pinch bolt to 60 ± 10 Nm (45 ± 7 ft-lb).

7.



Reinstall the covers around the steering column in order shown and reconnect the hood release cables.