

VOLVO

Volvo Trucks North America, Inc.

March 4, 2003

EXPRESS MAIL

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

RE: NHTSA Recall Campaign Number: 03V-038

Volvo Trucks North America, Inc., Recall Number: RYXX0302

Volvo Trucks North America, Inc. of Greensboro, North Carolina, per the requirements of 49 CFR Part 573.5(c)(9), herewith submits a copy of its recall bulletin and owner notice for the subject recall. Mailing of the bulletin and owner notices was started on February 26, 2003, and completed on February 28, 2003.

Very Truly Yours



Charles D. Powell
Recall Administrator

Enclosures (2)

RECEIVED
2003 MAR -5 P 1:30
OFFICE OF DEFECTS
INVESTIGATION

**SAFETY RECALL RVXX0302
FEBRUARY 2003**

**ATTENTION: SERVICE MANAGERS
PARTS MANAGERS**

SUBJECT: VNL Sleeper Section Upper Side Window

SAFETY RECALL INFORMATION:

Volvo Trucks North America, Inc. has decided that a defect relating to motor vehicle safety exists in certain Volvo, VNL model vehicles.

The sleeper section upper side window glass may de-bond from the window opening slide track mechanism.

If the window is open and this event occurs the window glass could separate from the window frame and becomes a hazard to an oncoming vehicle and/or person.

VEHICLES AFFECTED:

Certain VNL model vehicles manufactured by Volvo Trucks North America, Inc. between August 1, 2002, and November 20, 2002.

VEHICLE IDENTIFICATION NUMBERS (VIN):

There are two thousand, four hundred and thirty-five (2,435) vehicles affected by this recall.

NOTE: To verify or determine if a particular vehicle is affected by this recall (or any other recall), you should consult the DCS, Service/Warranty screen. By entering the Vehicle Identification Number into the VEHINQ segment, 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 VEHINQ screen before performing the recall to verify that the recall is still open.

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INSPECTION INSTRUCTIONS:

The inspection consists of following the inspection instructions found on page x of this bulletin and using the inspection tool included with this bulletin.

REPAIR:

The recall repair consists of replacing the sleeper section upper window glass that fails the inspection.

TIME ALLOWANCE:

- | | |
|------------------------------|---|
| Inspection: | - 0.3 hour per vehicle (two windows) |
| Repair including inspection: | - 0.6 hour per vehicle (one or two windows) |

RECALL PARTS:

Recall Kit Number:

- Left side window - **85105312**
Right side window - **85105315**

Kits consists of one window glass including slide track.

One kit is required per window

KIT ORDERING PROCEDURES:

Kits for this recall should be ordered through Volvo Trucks North America, Inc. Dealer Communications System on an as required basis only. The following information is required to place an order:

1. Your dealer account number
2. Recall kit number
3. Quantity of kits
4. Order priority: VOR

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

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DEALER INVENTORY:

No parts should be required from dealer stock.

REMOVED PARTS:

Window glass removed per this recall must be tagged with a copy of your claim and shipped to:

Technical Material Analysis Center
Volvo Trucks North America
4100 Bobwhite Blvd.
Pulaski, VA 24301

Your claim for performing this recall will NOT be processed until receipt of the removed sleeper section upper window glass with the associated claim attached.

CLAIMS FOR CREDIT:

Expenses associated with the performance of this recall will be reimbursed based on the guidelines identified in this Bulletin, and by submitting a claim following published instructions in the claim preparation section of the "Service Operations Manual".

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

CLAIM CODING INFORMATION:

Type	- P	
Authorization Number	- RVXX0302	
Inspection	- 84422-0-01	0.3 hour per vehicle (two windows)
Repair including inspection	- 84422-0-02	0.6 hour per vehicle (one or two windows)

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, Inc. of changes affecting the ownership of the subject vehicle. The owner 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, Inc. that the vehicle has been inspected or modified. Your DCS claim on line is sufficient.

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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:

A copy of the Owner Notice has been included for your reference. Please note that 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 you. The law states that failure to repair a vehicle within sixty (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 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.

Volvo Trucks North America, Inc.
P.O. Box 26115
Greensboro, NC 27102-6115

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Repair Instruction Inspection

DANGER

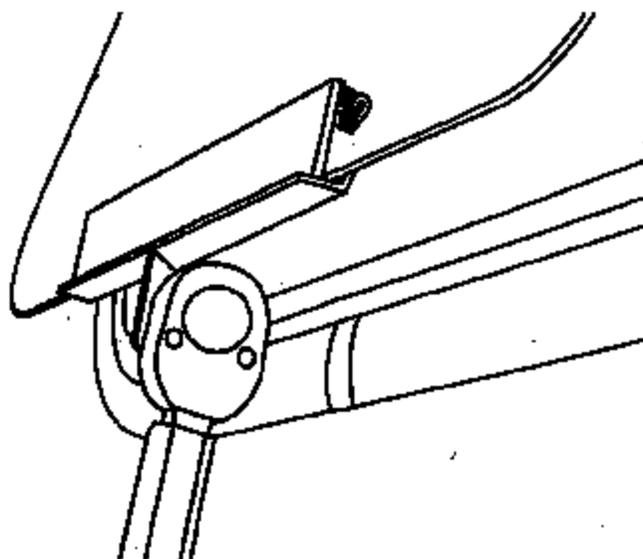
Before working on a vehicle, set the parking brake, place the transmission in neutral, and block the wheels. Failure to do so can result in unexpected vehicle movement and can cause serious personal injury or death.

DANGER

Scaffolding or other suitable work platform must be used when performing this procedure. Failure to do so may result in a fall causing serious injury or death.

WARNING

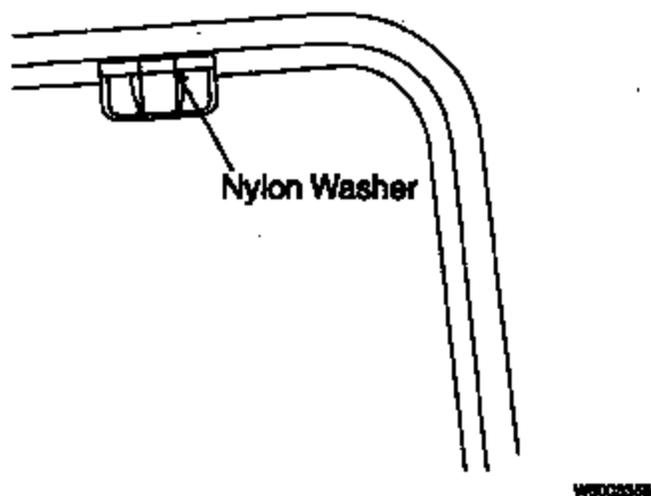
Always wear appropriate eye protection to prevent the risk of eye injury due to contact with debris.



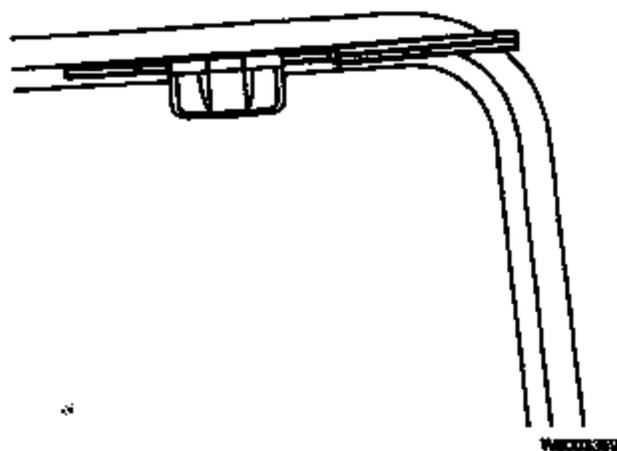
1. Open the cab side upper window. From outside the cab install the tool to the window glass as shown above. Apply 20 ft-lb of torque (Do Not exceed this torque spec as it may damage the window) to the tool, if the glass separates from the slide track the window must be replaced (replace a failed window glass before inspecting the other side). If no separation occurs not further repair is required.

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Repair



1. Before removing the hinge pins note the location of the nylon washers, one washer is used per hinge it may be installed on either side of the hinges fixed barrel. This washer is for alignment of the glass in the frame, failure to reinstall the washer in the correct location may cause sealing issues with the window.

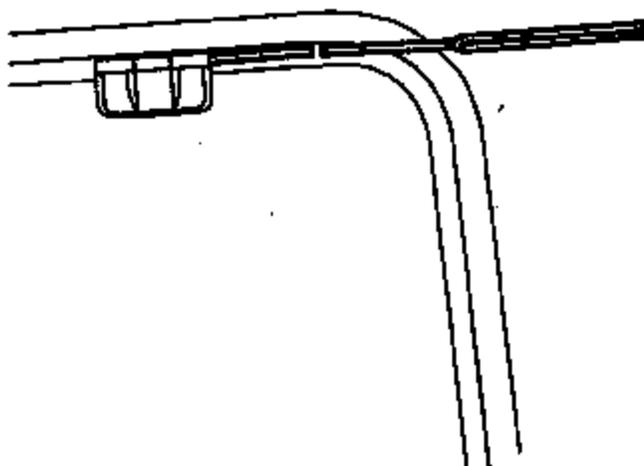


2. Using a punch and dead blow hammer carefully drive the hinge pins out of the hinge. Be careful not to lose the nylon washer.

NOTE: Be careful not to strike the glass with the hammer. Tempered glass will shatter with this type of impact.

3. With the hinge pins removed, allow the glass to lean away from the cab. Slide the glass off the glide shoes, do not lose the nylon spacer strip.
4. Slide the first glide shoe into the glass track, then insert the nylon spacer strip and the second glide shoe.

NOTE: Failure to reinstall the nylon spacer strip will allow the window to open to far over center and may damage the operating mechanism.



5. Reinstall the hinge pins and nylon washers.
6. Check for proper operation of the window crank mechanism.

SAFETY RECALL NOTICE

VOLVO

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Dear Volvo Truck Owner:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

Volvo Trucks North America, Inc. has decided that a defect that relates to motor vehicle safety exists in certain VNL model vehicles built between August 1, 2002, and November 20, 2002.

- SAFETY DEFECT:** The sleeper section upper side window glass may de-bond from the window opening slide track mechanism.
- POTENTIAL RISK:** If the window is open and this event occurs the window glass could separate from the window frame and become a hazard to an oncoming vehicle and/or person.
- PRECAUTION YOU CAN TAKE:** A precaution you can take is to keep the two sleeper section upper side windows closed until a Volvo truck dealer has inspected them.
- REPAIR:** At no charge to you regardless of your vehicle's age or mileage, a Volvo truck dealer will inspect the two sleeper section upper side windows and replace the glass if required.
- TIME REQUIRED FOR THE REPAIR:** The labor time required to inspect and/or repair your vehicle is about thirty-five minutes.
- WHAT YOU SHOULD DO:** Volvo Trucks North America, Inc. urges you to immediately contact a Volvo truck dealer for a service appointment to have your vehicle inspected and if required repaired. Parts are currently available for shipment to the dealer scheduling your service appointment.

**NOTICE REGARDING
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that Lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in 49 CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**OWNER RECALL
RESPONSE CARD:**

The enclosed "Owner Recall Response Card" identifies your vehicle. Presentation of this card to any authorized full-service Volvo truck dealer will assist in the processing of your vehicle in the shortest time possible. If you do not own, have sold or have traded the vehicle identified, please let us know by completing, and signing the postage-paid Card and returning it to Volvo Trucks North America, Inc. so we can update our records.

ASSISTANCE:

If your vehicle has not been modified within a reasonable time after delivering it to the dealer on the agreed-upon date, please contact:

Volvo Trucks North America, Inc.

Recall Department

P.O. Box 26115

Greensboro, NC 27402-6115

or call our toll-free number: 1-800-528-6586. You may also submit a complaint to the Administrator, National Highway Safety Administration, 400 Seventh Street, S.W., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236.

We regret any inconvenience this recall may cause, but hope you will share in our concern for your safety and satisfaction with your vehicle.

Sincerely,
Volvo Trucks North America, Inc.