



**To:** U.S. and Canada Distributors  
Dealer Principals  
Service Managers  
Warranty Managers  
Parts Managers

**Bulletin:** SRA-V13-04  
**Date:** August 14, 2013  
**Action Required?** **YES**

**From:** Regulatory Affairs Department

**Subject:** Safety Recall, RVXX1304, Windshield Wiper Motor Gear

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#### Safety Recall Summary:

On Certain 2011-2012 Volvo VAH, VHD, VNL, and VNM model vehicles, manufactured during the periods of February 1, 2010 through September 30, 2010 and June 1, 2011 through November 30, 2011, the wiper motor drive gear may prematurely fail which can result in the wipers not working.

Affected Models and Model Years: 2011-2012 Volvo VAH, VHD, VNL, and VNM

The number of vehicles affected is 22,125 vehicles (17,824 U.S., 3,287 Canada and 1,014 Export).

#### Dealer's Responsibility:

The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act requires dealers to ensure 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.

Dealers should make their personnel aware of the safety recall. In the event that a dealer has a vehicle included in the safety recall in their inventory to be sold, the condition must be corrected before releasing it to a customer.

#### Release Schedule:

- Vehicle will be posted on the Trucks Dealer Portal by end of day August 14, 2013.
- Owner Notices are scheduled to be mailed on or before October 9, 2013.

#### Questions:

Contact the Regulatory Affairs Department at [vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com) if you have questions.