



Volvo Trucks North America

August 26, 2009

**Subject: New Safety Recall
RVXX0902 (09V-173), Windshield Wiper Motor Recall
Revision to letter dated May 18, 2009**

Attention:

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Submitted via Email to Delia Lopez

The following information is submitted in accordance with the requirements of 49 CFR Part 573.6 as it applies to a defect relating to motor vehicle safety.

573.6(c)(1)

Volvo Trucks North America ("Volvo")
P.O. Box 26115
Greensboro, NC 27409

573.6(c)(2)

Certain Volvo model vehicles manufactured with a Valeo brand wiper motor from July 1, 2000 through May 11, 2007.

The selection of vehicles was based on the suspect component's part number.

Models Affected: VHD, VNL, VNM, and VT
Model Year: 2001 through 2008

Component Manufacturer:

Valeo Wiper Motor Systems
Poststraessle 10
D-74321 Bietigheim-Bissingen, Germany

573.6(c)(3)

There are approximately one hundred fifty thousand (150,000) vehicles affected by the recall of which there are one hundred twenty seven thousand seven hundred sixty-four (127,764) that were sold in the United States.



573.6(c)(4)

The percentage of the 150,000 vehicles expected to contain the defect is unknown.

573.6(c)(5)

The sealant covering the integrated connector may crack, which can allow water and contaminants to seep into the wiper motor. If this happens, a short circuit may occur, which over time could possibly lead to a vehicle fire.

573.6 (c)(6)

Chronology of principle events that were the basis for the determination:

12/18/08	Investigation opened as a result of customer reports
2/10/09	Initial review of field samples suggests cracks in sealer may allow water ingress
3/5/09	Additional field samples collected and sent to Valeo for further review
4/2/09	Valeo presents their findings and possible solutions
4/27/09	Investigation complete and facts presented to Volvo's Product Safety Committee for consideration
5/11/09	Volvo determines that a safety related defect exists
5/18/09	NHTSA notified that Volvo will initiate a voluntary safety recall

There are a total of 21 reports that may be related to the defect (4 warranty claims, 8 dealer inquiries, 6 fleet field reports, 2 product field reports, 1 customer complaint)

573.6(c)(7)

Not applicable

573.6(c)(8)

Volvo will initiate a voluntary safety recall, and recall all 150,000 vehicles.

The number, which has been assigned to this recall by Volvo, is **RVXX0902**.

Reimbursement for cost incurred by the owner for "prenotification remedies" will be addressed on a case-by-case basis according to the "General Plan for Reimbursement of Pre-notification Remedies" which was published December 8th, 2004.



A Safety Recall Alert will be released to dealers on or before May 21, 2009, which informs the dealers of the recall.

~~Volvo is reviewing possible repair solutions and will be making a decision within the next few weeks. Since this recall involves a large number of vehicles, it will take time to acquire the quantities needed to address all of the affected vehicles. We are exploring every possibility to reduce the lead-time, and will be starting the recall as quickly as possible.~~

~~Volvo will notify owners of precautions that can be taken until parts become available. This notice is tentatively scheduled for release on or before June 15, 2009.~~

Revision, August 26, 2009: The recall repair will consist of replacing the wiper motor. Since this recall involves a large number of vehicles, it will take time to acquire the parts needed to address all of the affected vehicles; therefore, Volvo will release the recall in stages as parts are received. Priority will be given to the vehicles located in the regions/states that have a corrosive environment resulting from use of road salt to remove snow/ice from roads. The schedule for the release is as follows:

- ***September 15, 2009 – Contact all owners of precautions and notify owners in the Northeast to bring their vehicles in for repair (~ 16,912 vehicles)***
- ***November 1, 2009 – Notify owners in the Midwest to bring their vehicles in for repair (~30,600 vehicles)***
- ***December 1, 2009 – Notify owners in the Mid Atlantic and the West to bring their vehicles in for repair (~33,800 vehicles)***
- ***January and February 2020 - Notify the rest of the owners (the South and South East) to bring their vehicles in for repair.***

A copy of the owner letters is attached for your review.

If there are any questions regarding this information, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "T. LaFon", with a long, sweeping horizontal line extending to the right.

Tim L. LaFon
Manager, Regulatory Affairs
Volvo Trucks North America
P.O. Box 26115
Greensboro, NC 27409
timothy.lafon@volvo.com
(336) 393-2233

**SAFETY RECALL RVXX0902
SEPTEMBER 2009**

DEAR VOLVO TRUCK OWNER:

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

Volvo Trucks North America has decided that a defect which relates to motor vehicle safety exists in certain Volvo vehicles.

IMPORTANT NOTE: Since this recall involves a large number of vehicles, it will take time to acquire the quantity of parts needed to address all of the affected vehicles. We are exploring every possibility to reduce the lead-time for the parts. We will send a notice to you when parts become available to repair your vehicle. At that time you will be able to contact a Volvo truck dealer to schedule an appointment to have your vehicle(s) repaired. **If you have any questions, please call our wiper motor recall support line at 1-877-800 4945.**

SAFETY DEFECT: The sealer used on the wiper motor may crack and allow water and contaminants to enter the motor and form deposits at cavities located between the electrical traces.

SAFETY RISK: The deposits may cause a short between the electrical traces that over time may result in localized overheating which could potentially result in a vehicle fire.

PRECAUTIONS YOU CAN TAKE: Volvo **strongly recommends** that you inspect the wiper motor for evidence of overheating (melting or charring) (see photos on the last page of this document in the section titled "Inspection") during your daily pre and post trip vehicle inspections.

If smoke is visible from under the rear of the hood, you should turn off and remove the ignition key immediately! Also, idling of unattended vehicles and idling while sleeping should be avoided, particularly before the wiper motor is inspected.

If your motor shows signs of overheating, do not drive the vehicle; also remove the ignition key. You should contact Volvo's wiper motor recall support line (1-877-800 4945) for further help and instruction.

**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 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 "Notice of Vehicle Recall" identifies your vehicle. If you no longer own the vehicle, please help us update our records by completing the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

**ASSISTANCE/
COMPLAINTS:**

If you need assistance, please contact either the wiper motor recall support line (**1-877-800 4945**) or Volvo's Regulatory Affairs Group at:

Volvo Trucks North America
Regulatory Affairs Department,
P.O. Box 26115
Greensboro, NC 27402-6115
vtna.regulatoryaffairs@volvo.com

You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue, S.E., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**PRE NOTIFICATION
REMEDIES:**

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses.

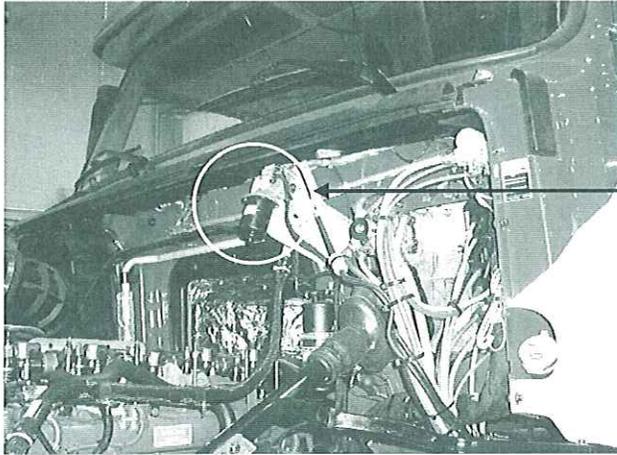
Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to provide our customers with the best possible product.

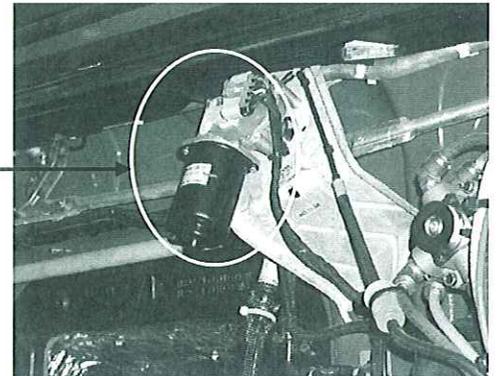
VOLVO TRUCKS NORTH AMERICA

INSPECTION:

The windshield wiper motor is located under the hood on the upper bulkhead on the driver's side of the vehicle. The following image shows the location of the wiper motor:

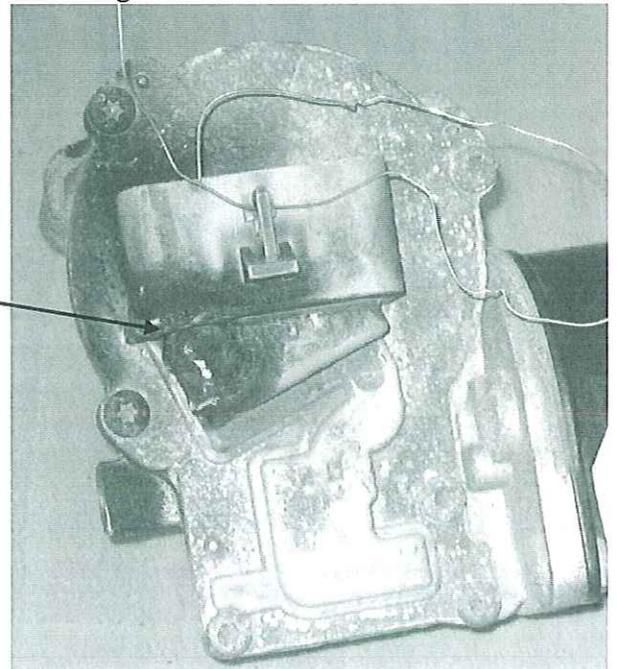


Wiper motor

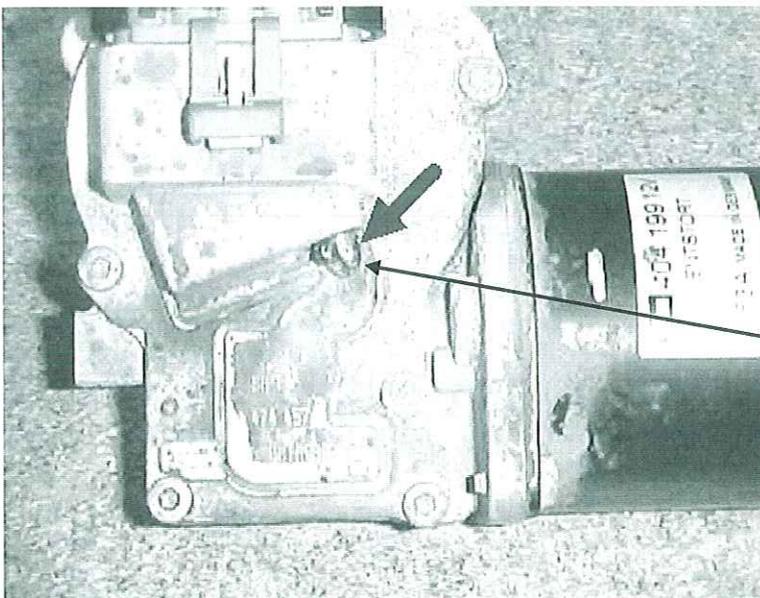


The two images below show connectors that exhibit signs of overheating:

Example of melted connector:
(Plastic melted and charred)



Example of melted connector (plastic deformed)



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If your motor shows signs of overheating, do not drive the vehicle; also remove the ignition key. You should contact Volvo's wiper motor recall support line (1-877-800 4945) for further help and instruction.

WHAT YOU SHOULD DO: You should contact the nearest Volvo Parts and Service Center and make an appointment. A new wiper motor will be installed at no charge to you. All Volvo Parts and Service Centers have been sent a bulletin covering all the details required to perform the safety recall.

You can locate the closest Volvo Parts and Service Center by going on line to <http://www.volvo.com/trucks/na/en-us/dealers/> and selecting "Dealer Locator" or by calling our toll-free number: (800) 528-6586.

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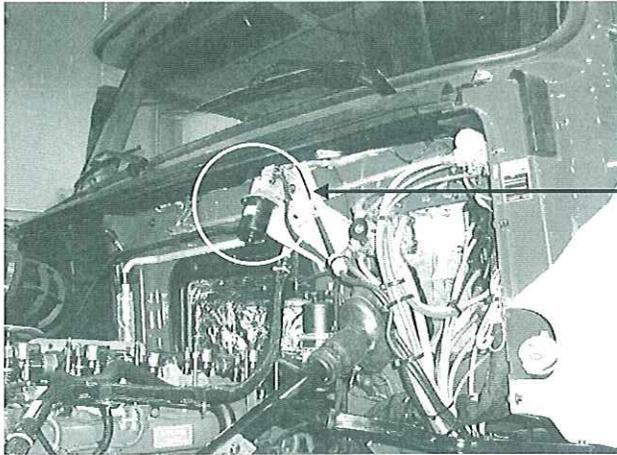
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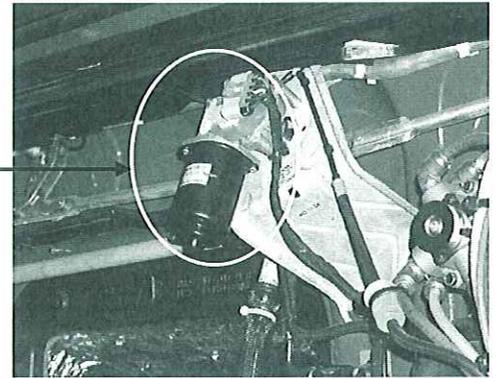
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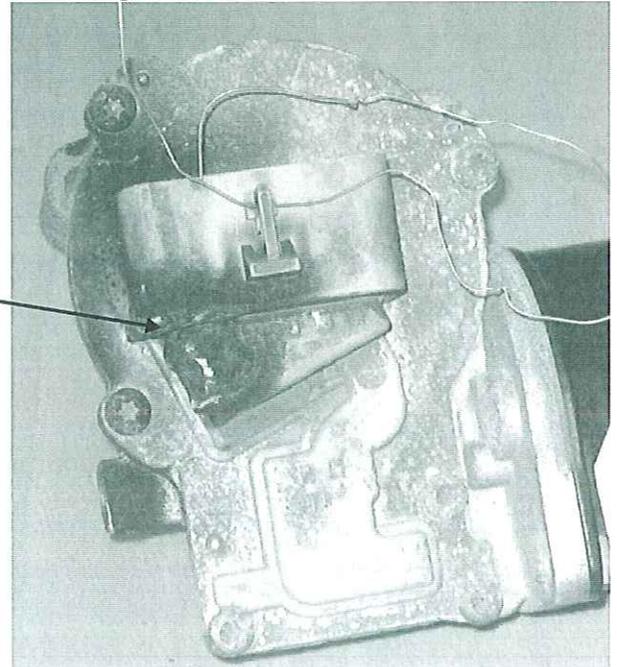


Wiper motor



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