

SAFETY RECALL BULLETIN

December 23, 2009

TO: DISTRIBUTOR PRINCIPALS
SERVICE MANAGERS

SUBJECT: Vehicle Safety Recall - RVXX0902
Wiper Motor

On certain Volvo VHD, VNL, VNM, and VT model vehicles manufactured with a Valeo brand wiper motor from July 1, 2000 through May 11, 2007, the sealant covering the integrated connector may crack, which can allow water and contaminants to seep into the wiper motor.

Approximately 150,000 vehicles are involved in this safety recall.

A copy of the service bulletin covering the repair instructions and procedures is enclosed.

It is important that preparation be made immediately to assure prompt inspection and/or correction of all vehicles involved. The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act requires dealers to insure 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. All Safety Recalls, which affect new or used inventory, must be performed before the vehicle is sold or leased. Please refer to Service Operations Service Letter #SL-004-001 dated 11/19/92 regarding the aforementioned amendment.

Please note that Dealers are responsible for performing 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. Additionally, 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 the Dealer. The law states that failure to repair a vehicle within (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 the vehicle is not repaired within a reasonable time, the vehicle owner may be entitled, without charge, to a reasonable equivalent vehicle or refund of the purchase price, less reasonable allowances for depreciation.

Please use the enclosed Notice of Mandatory Safety Campaign card(s) to report sold or transferred trucks. Make sure these cards are returned to us and not directly to the customer or to another dealer. A notice of the recall will be mailed to all identified registrants of affected vehicles. To avoid warranty denial of your claim for reimbursement of expenses connected with this recall, first, make sure the truck presented for the recall has the recall authorization loaded in eWarranty. Reserve the recall authorization in eWarranty prior to performing the recall.

Volvo Trucks North America recommends a follow-up by telephone or a personal visit, of all owners of vehicles subject to the recall who fail to bring the vehicle(s) in for repair. Your District Service Manager will be contacting you to assure that this recall attains the visibility we feel is necessary to ensure 100% completion. Please be prepared to review your progress and/or any problems associated with the recall.

If you have any questions about this recall, which may not have been covered in this letter or enclosures, please contact the Regulatory Affairs group by email at vtna.regulatoryaffairs@volvo.com

Very truly yours,

VOLVO TRUCKS NORTH AMERICA

Enclosures: Customer Notice
Service Bulletin
Notification Cards

Wiper Motor Recall

VHD, VN, VT

RVXX0902, Wiper Motor Recall

On trucks manufactured from July 1, 2000 through May 11, 2007 and equipped with a Valeo brand windshield wiper motor, 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. 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.

Required Parts

Part	Part Number	Description
Wiper motor kit (one kit per vehicle)	85122759	Kit includes 1 wiper motor, 3 mounting bolts, 1 linkage retaining nut
Cable ties	980464 (or equivalent)	Cables ties not included in kit

Repair Procedure

NOTE

You must read and understand the precautions and guidelines in Service Information, group 3, "General Safety Practices, Electrical and Electronics" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

NOTE

Illustrations are used for reference only and may differ slightly from the actual vehicle being serviced. However, key components addressed in this information are represented as accurately as possible.

1. Unlatch and raise the hood.

2. Verify that the vehicle has a Valeo wiper motor (figure 1). If the truck already has a Sprague wiper motor (figure 2) installed, file a claim for inspection time using the recall authorization making a appropriate note in the warranty claim.



Figure 1 — Valeo wiper motor

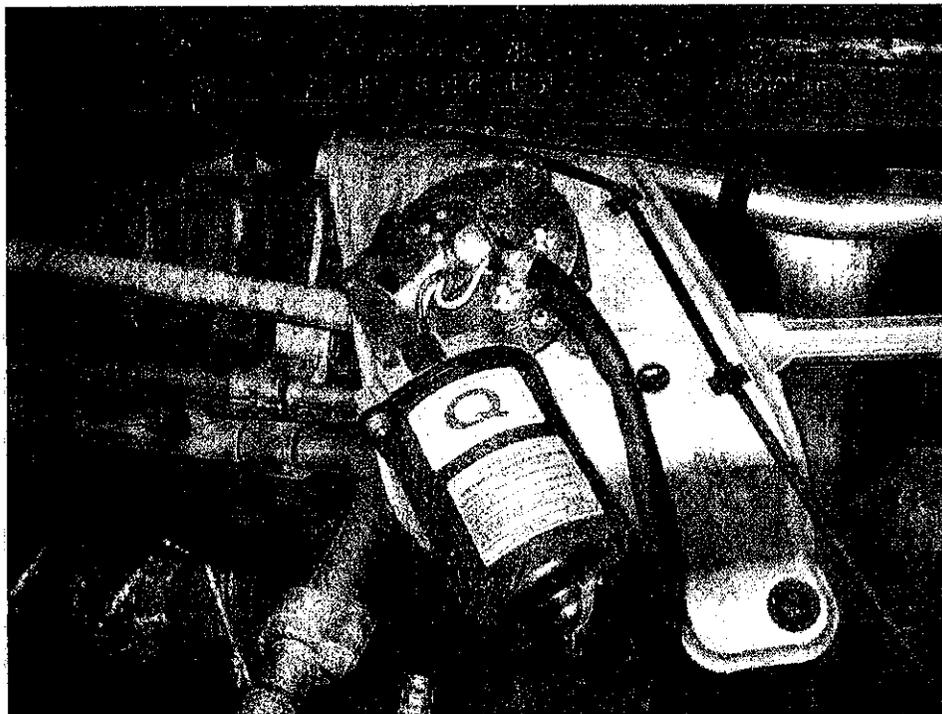
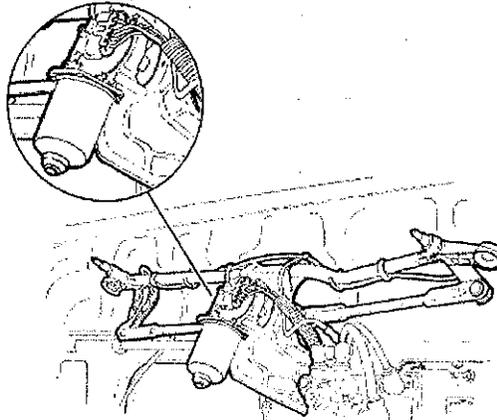


Figure 2 — Sprague wiper motor

3. Park the windshield wiper arms and turn the vehicle ignition switch **OFF**.
4. Disconnect the battery or turn the main electrical switch **OFF**.

5. Disconnect the electrical connector from the windshield wiper motor.



6. Remove the nut from the motor shaft and remove the crank lever from the shaft.

Note: Hold the crank lever with an adjustable wrench to prevent the linkage from moving out of the parked position.

Note: Discard the original equipment nut that retained the crank lever.

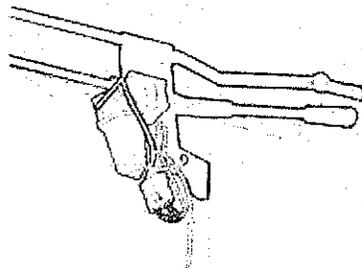
7. Remove the three wiper motor retaining bolts and then the wiper motor.

Note: Push the linkage arm back to gain access to the motor bolts.

Note: Dispose of the removed windshield motor locally.

Note: Discard the original equipment motor mounting bolts.

8. Install the new motor using the three new bolts contained in kit 85122759. Start all three bolts before tightening, then torque all the bolts to 11.5 Nm (100 in-lb.).
9. Connect the electrical connector to the windshield wiper motor.
10. Using tie straps (part no. 980464 or equivalent), tie back and secure the motor wiring harness.



11. Connect the battery or turn the main electrical switch **ON**.
12. Turn the ignition on, park the new wiper motor and then turn the ignition **OFF**.

13. Align the linkage arm to the motor then install and torque the new linkage nut to 24 Nm (212 in-lb).

Note: Use the new nut contained in kit 85122759.

Note: The crank lever should be in the 3 o'clock position as viewed from the front.

Note: Hold the crank lever with an adjustable wrench to prevent the linkage from moving out of the parked position.

14. Check for proper wiper motor operation and parking.

Reimbursement

This repair is covered by an authorized Safety Recall campaign. Reimbursement is obtained through the normal claim handling process.	
Claim Type (used only when uploading from the Dealer Bus. Sys.)	R
Recall Status	
Vehicle inspected, repair not needed	1-Inspected, Ok
Vehicle repaired per instructions	2-Modified per instructions
Labor Code	
Primary Labor Code	36312-0-01 - 0.1 hr., Time allowed to inspect the trucks wiper motor and verified that sprague unit has already been installed. Take charge time is not to be claimed if only inspected.
Primary Labor Code	36312-0-02 - 0.3 hr., Time allowed to inspect and replace wiper motor on VN, VHD and VT trucks per recall RVXX0902.
Time to take charge of vehicle and determine campaign status	17003-0-01 - 0.3 hr.
Causal Part	20707508
Authorization No.	RVXX0902

Take-charge time is not included in the labor code for this operation. Take charge may be eligible, but can only be used once per vehicle repair visit. If the vehicle is having other warranty repairs performed, take-charge should be charged to the warranty repair, otherwise take-charge can be charged to this Safety Recall campaign.

NOTE

Dealers are to perform Safety Recall Campaigns on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles are subject to a safety recall are brought to your dealership for service, or taken into your dealership vehicle inventory, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is sold or released to the owner.