

SAFETY RECALL NOTICE

VOLVO

**SAFETY RECALL RVXX0902
DECEMBER 2010 – 2nd Notice**

DEAR VOLVO TRUCK OWNER:

Our records show that you have not had your vehicle repaired. This is a follow-up notice to remind you of the importance of having your vehicle corrected by making an appointment with an authorized Volvo Truck Dealer. Parts are available to repair your vehicle and this repair will be done free of charge for you.

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.

Copy of information included in original owner notice:

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.

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.

TIME REQUIRED FOR THE REPAIR: The labor time required to inspect your vehicle is approximately one half hour.

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.

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](tel: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