

VOLVO

Volvo Trucks North America, Inc.

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September 15, 2004

OFFICE OF DEFECTS
INVESTIGATION

VIA EXPRESS MAIL

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

04V-457
(4 pages)

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, Inc.
P.O. Box 26115
Greensboro, NC 27402-6115

573.6(c)(2)
Volvo VN and VH, model, heavy-duty class 8 vehicles containing windshield wiper motors manufactured by Valeo Wiper Systems, GmbH (Address: Poststraesse 10, D-74321 Bietigheim-Bissingen, Germany; Phone: +49 (0) 7142 - 73 - 2488) between July 2000, and June 2004.

The vehicles affected by this notification were selected by using the part number of the windshield wiper motor. The same wiper motor is used on all VN and VHD models; therefore, Volvo Trucks North America Inc. will address all of the vehicles with wiper motors that were manufactured during the time-period stated above.

573.6(c)(3)
Fifty six thousand, one hundred and fifty-four (56,154) vehicles potentially contain the suspect defect.

573.6(c)(4)
Percentage of vehicles expected to contain the suspect defect is unknown.

Volvo Trucks North America, Inc.
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(336) 383-2000

RVXX0406, Sept. 15, 2004

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573.6(c)(5)

Wiper motors manufactured on or after July 1st 2000 through June 11th, 2004 may be susceptible to salt spray intrusion that could possibly lead to a condition where the wiper motor connector overheats to a point where the connector ignites.

573.6 (c)(6) Chronology of principle events that were the basis for the determination:

- 4-28-04 Legal department contacted regarding a fire involving truck VIN# 4V4MD5UF9YN246744. The wiper motor allegedly started the fire.
- 5-7-04 Engineering reviewed incident and conducted an experiment that suggested that a low resistance short might result in melting the connector before the fuse opens.
- 6-9-04 Completed analysis which involved reviewing all wiper motor warranty claims for the past eight years (8) years
- 6-14-04 Sealer added to connector plate on wiper motor. Revised wiper motor introduced into new vehicles.
- 7-21-04 Completed salt spray testing on wiper motors without sealer. Connector plate showed evidence of salt intrusion (visible red rust on outside of connector).
- 8-6-04 New occurrence of alleged fire involving a wiper motor manufactured in 2003. Retrieved fire damaged wiper motor along with additional 1998 motors and 2003 motors from same fleet for comparative analysis.
- 8-24-04 Discussions and analysis with wiper motor supplier. Reviewed tooling records for connector plate. Records showed that tool had maintenance performed on October 2000 and April 2001.
- 8-26-04 Comparative analysis of 1998 wiper motors versus 2003 wiper motors confirms that the 2003 motor is susceptible to salt spray intrusion. Larger gaps in plastic, which resulted from tooling, believed to be the issue.
- 9-3-04 Investigation results support addressing vehicles with wiper motors that were manufactured after July 1st 2000 through the introduction of the sealer on the connector plate in June 2004.
- 9-7-04 Volvo Trucks North America, Inc. decided that the condition described in this notification constitutes a defect and that such defect is safety related.

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573.6(c)(7)

Not applicable

573.6(c)(8)

Volvo Trucks North America, Inc. will initiate a voluntary owner notification, and recall of all 56,154 vehicles built with the suspect windshield wiper motor.

The recall repair will consist of replacing the connector plate on the windshield wiper motor.

The number, which has been assigned to this recall by Volvo Trucks North America, Inc., is RVXX0406.

The recall is tentatively scheduled to commence within 60 working days from the date of this notification.

Very Truly Yours



Timothy L. LaFon

Regulatory Compliance Manager

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Listed below is a summary of all the warranty claims, fleet reports, and customer complaints along with the dates of receipt as required by the regulation.

4VA7BAPF6XN770470	Warranty	02/01/99
4V4MD2UF2YN789304	Warranty	06/09/00
4V4NC9GH01N311465	Warranty	08/08/01
4V4ND1RJ5YN798073	Warranty	03/01/02
4V4NC9GH71N307817	Warranty	06/26/02
4V4NC9JJ21N315383	Warranty	10/30/02
4V4NC9GH42N329808	Warranty	11/25/02
4V4NC9GH33N347296	Warranty	04/22/03
4V4NC9UF43N344197	Warranty	06/12/03
4V4NC9GF23N345215	Warranty	09/02/03
4V4NC9GHX1N326300	Warranty	09/11/03
4V4NC9GH93N347285	Warranty	09/19/03
4V4NC9GH12N332522	Warranty	09/19/03
4V4NC9GFX3N342577	Warranty	10/01/03
4V4NC9GH42N329808	Warranty	10/10/03
4V4NC9GH83N340490	Warranty	11/11/03
4V4NC9JH93N341026	Warranty	11/21/03
4V4MD2GF1YN249857	Warranty	11/26/03
4V5KC9GF82N322342	Warranty	12/15/03
4V4NC9GH83N339145	Warranty	02/06/04
4V4NC9GH22N336692	Warranty	04/06/04
4V4MC9GH63N322260	Warranty	04/13/04
4V4MD5UF9YN246744	Customer Complaint	04/29/04
4V4NC9GH23N347273	Warranty	05/03/04
4V4NC9GH33N338775	Warranty	06/03/04
4V4M19UF33N321124	Fleet Report	07/16/04
4V4NC9GG41N243615	Warranty	08/18/04