

# SAFETY RECALL NOTICE

# VOLVO

## IMPORTANT SAFETY RECALL RVXX1301 NHTSA RECALL # 13V-102

### **DEAR VOLVO TRUCK OWNER:**

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

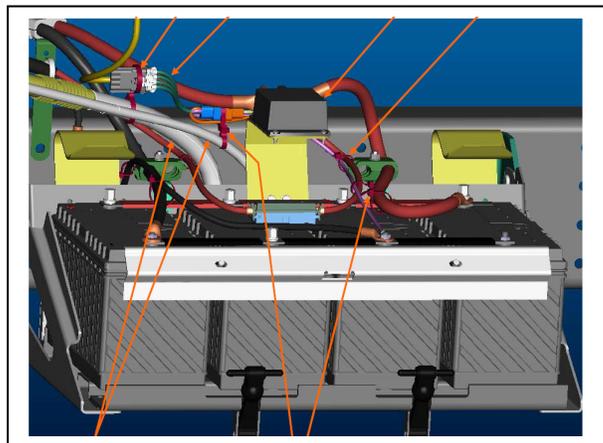
Volvo Trucks North America has decided that a defect which relates to motor vehicle safety exists in certain Volvo vehicles.

**SAFETY DEFECT:** On certain Volvo vehicles with the horizontally mounted remote battery disconnect switch, vehicles were manufactured with incorrect hardware at Volvo's factory. In addition, as mounted, the cables may be prone to chafing and vibration which may result in arcing.

**SAFETY RISK:** If arcing or loosening of the cable at the switch occurs, overheating of the battery cable and the switch may result in a vehicle fire.

### **PRECAUTIONS YOU CAN TAKE:**

Volvo **strongly recommends** that you inspect the horizontally mounted battery disconnect switch cables for evidence of chafing, loosening, overheating (melting or charring) and the battery disconnect switch for evidence of overheating during your daily pre and post trip vehicle inspections. The battery disconnect switch is found under the driver side door above the battery box or batteries.



If the horizontally mounted battery disconnect switch or battery cables shows evidence of overheating, do not drive the vehicle; also remove the ignition key and disconnect the batteries. You should contact Volvo's recall support line 1-877-800 4945 and select option 1 if you need further help or assistance.

### **TIME REQUIRED FOR THE REPAIR:**

The labor time to repair your vehicle is approximately 1 hour.

**WHAT YOU SHOULD DO:**

You should contact the nearest Volvo Parts and Service Center and make an appointment. Your vehicle will be inspected and repaired 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 safety recall support line **1-877-800 4945** and select option 1 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](mailto: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.

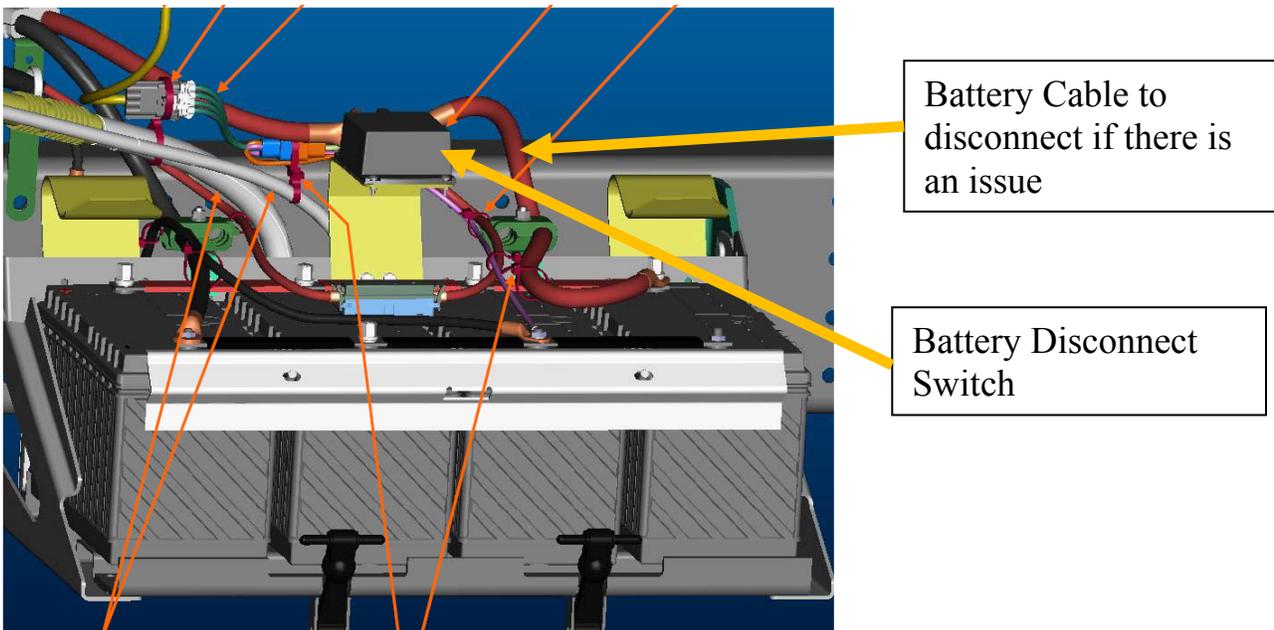
Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing.

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 Procedure:

- 1) Secure the vehicle by applying the park brake and removing the key from the ignition.
- 2) Chock tires.
- 3) If vehicle has chassis side fairing, remove according to instructions provided in operator's manual.
- 4) Visually examine the battery disconnect switch and battery cables connected to the disconnect switch. Note: a mirror and flash light will be required.
- 5) If there is evidence of overheating such as melting or charring, disconnect the battery cable between the battery and battery disconnect switch and contact Volvo's customer support line at 1-877-800 4945 and select option 1.



**Picture of heat damage to switch.**

