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By Recall Management Division at 9:22 am, Oct 24, 2013

VOLVO TRUCKS NORTH AMERICA



October 15, 2013

Subject: Safety Recall (RVXX1304, Windshield Wiper Motor Gear)
NHTSA RECALL#: 13V-349; Update – Replaces Report dated August 9th
(changes are in bold text)

Attention:

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

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”)
7900 National Service Rd.
Greensboro, NC 27409

573.6(c) (2)

Certain vehicles manufactured from are February 1, 2010 through September 30, 2010 and June 1, 2011 through November 30, 2011.

The selection of vehicles was based on vehicle build date.

Affected Models and Model Years:

Certain 2011 and 2012 VAH, VHD, VNL, and VNM Models

Component Manufacturer:

Lucas TVS Limited, Padi, Chennai 600 050, India 91-44-2625 8211, as supplied through Sprague Devices, Inc. 527 West US Highway 20, Michigan City, IN 46360, (219) 872-7295, a Commercial Vehicle Group, Inc. company

573.6(c) (3)

The total number of vehicles affected by the recall that were sold to customers in the United States is seventeen thousand eight hundred twenty four (17,824).

573.6(c) (4)

The percentage of the vehicles containing the defect is unknown.

573.6(c) (5)

In March 2013, NHTSA reported a potential issue with windshield wiper motors on 2011 and 2012 VNL model vehicles to Volvo's Regulatory Affairs Group.

After a thorough evaluation and collection of facts, it has been determined that the reports are associated with an internal drive gear that may prematurely fail on wiper motors used on certain Volvo model vehicles manufactured during the periods of February 1, 2010 through September 30, 2010 and June 1, 2011 through November 30, 2011.

The safety-related defect is the wiper motor drive gear may prematurely fail on vehicles manufactured in the periods stated above, which can result in the wipers not working. This presents a risk of decreased visibility through the windshield, which may result in a vehicle crash.

Volvo has received no reports of vehicle crashes as a result of this condition. Therefore, Volvo considers this as a proactive measure to protect the public and Volvo's customers from risk of a vehicle crash.

573.6 (c) (6)

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

- 3/25/13 Volvo receives Preliminary Evaluation letter from NHTSA regarding Wiper System on 2011 and 2012 VNL Model.
- 5/17/13 Volvo responds to NHTSA's Preliminary Evaluation. Volvo shares that data collected suggests a gear molding issue and that additional evaluation is required.
- 7/2/13 Additional information provided to NHTSA.
- 7/25/13 Volvo meets with NHTSA to review findings.
- 8/1/13 Documents submitted to Volvo Product Safety Committee for review and recommendation.
- 8/5/13 Volvo determines that a safety-related defect exists.
- 8/9/13 Volvo submits safety-related defect information report to NHTSA.
- 10/15/13 Volvo submits updated release timing.**

Volvo has received one hundred fourteen warranty claims, and eight field reports that may be associated. There have been no injuries or property damage reported.

573.6(c) (7)

Not applicable

573.6(c) (8)

Volvo will initiate a voluntary owner notification, and recall all affected vehicles within the periods stated in section (c) (2) of this notice. The number, which has been assigned to this recall by Volvo, is RVXX1304.

Volvo will repair the affected vehicles by replacing the windshield wiper motor.

A Safety Recall Alert will be released on August 14, 2013 to inform the dealers of the recall. Owner Notices will be sent out by **December 2, 2013** ~~October 9, 2013~~. An advance copy of the owner letter will be provided for NHTSA's review and approval prior to release.

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 October 3, 2011.

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

Sincerely,

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

Tim L. LaFon
VP, Regulatory Affairs
Volvo Trucks North America
7900 National Service Rd.
Greensboro, NC 27409
timothy.lafon@volvo.com
(336) 393-2233