

VOLVO

Volvo Trucks North America, Inc.

January 6, 2006

VIA EXPRESS MAIL

Mr. Richard Boyd, Chief
Medium and Heavy Truck Division
Office of Defects Investigation
U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Re: PE05-058
NVS-214/jm

Dear Mr. Boyd:

Please find below Volvo Truck North America's ("VTNA") responses to specific questions raised in your letter of November 8, 2005. In some areas we provided additional information which we believe may be helpful in conducting your evaluation.

1. Provide a table that lists by model year, build date, and manufacturing location, the total number of subject vehicles that Volvo has manufactured for sale or lease in the United States. Provide the table in excel, or a compatible format, entitled, "Response to No.1, POPULATION." Also, provide the same information on any other models or model years that utilize the subject hood.

Refer to table entitled "Response to No. 1, Population." Source of information: Volvo's Customer Database, which was last updated on December 15, 2005.

2. Identify all vehicles to which Volvo has performed any field retrofit regarding the alleged defect by repair date, make and model, date of sale, owner/fleet name, address, telephone phone number, contact representative, and reason for offering the retrofit. Provide a table in Excel, or a compatible format, entitled Response No. 2, "Fleet Retrofit." Provide a detailed drawing depicting the original hood configuration and the any/all revisions to the hood assemblies.

Volvo has not performed field retrofits that pertain to the "alleged defect." Source of information: Volvo's Service Program database. Service Programs are loaded to the database upon release; therefore, information is current through the date of this response.

3. State the total number of each, by calendar year and month and provide copies of the following, received by Volvo, or of which Volvo is otherwise aware, separated by fleets/owner, which relate to, or may relate to, the alleged defect in the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a hood strut failure, crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by a manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Property damage claims;
- e. Third-Party arbitration proceedings where Volvo is or was a party to the arbitration; and,
- f. Lawsuits, both pending and closed, in which Volvo/purchaser is or was a defendant or co defendant.

Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e. a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition for items "c" and "d" provide a summary description of the alleged problem and causal and contributing factors and Volvo's assessment of the problem, with a summary of the significant underlying facts and evidence. Also for items "e" and "f", identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide the table in Excel, or a compatible format, entitled, "Response No.3 Complaint Data".

Refer to table entitled "Response No. 3, Complaint Data." There were no reports of death, injury, or property damage and there are no third party arbitration or lawsuits associated with the alleged defect. Source of information: Volvo's service information database and correspondence between Product Development, Product Reliability, and an owner, Kraft Foods. The data provided is current through December 19, 2005.

4. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 3, provide the following information:

- a. Volvo's file number or other identifier used;
- b. The category of the item, as identified in Request No. 3 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and the fleet contact person), address, and telephone number;
- d. Vehicle's VIN and body or serial number;
- e. Vehicle's make, model, and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Whether property damage is alleged;
- j. Number of alleged injuries, if any;
- k. Number of alleged fatalities, if any;
- l. Concern stated by customer;
- m. Comment, if any, by dealer/technician relating to the claim and/or repair; and
- n. Volvo's assessment of the claim.

Provide the information in Excel, or a compatible format, entitled "Response to No. 4, CLAIM DATA".

Refer to table entitled "Response No. 4, CLAIM DATA." Source of information: Volvo's service information database and Product Development. The data provided is current through December 19, 2005.

5. State by make, model, and model year, a total count for all of the following category of claims, collectively, that have been paid by Volvo to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for goodwill services that were provided; field zone, or similar adjustments and reimbursements; and or warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. Separately, provide a copy of each claim.

Also, separately, for each such claim, state the following information:

- a. Volvo's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealers or facility name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;

- i. Replacement part number(s) and description(s);
- j. Concern stated by customer;
- k. Comment, if any, by dealer/technician relating to claim and/or repair;
- l. Volvo's assessment of the claim, including reasons for granting the claim; and
- m. Category, goodwill, warranty, etc.

Also, provide this information in Excel, or a compatible format, entitled "Response to No. 5 CLAIM DATA PAID."

Produce copies of all documents relating to each item within the scope of Request No. 5. Organize the documents separately by category (i.e. consumer complaints, field reports, etc.) and describe the method Volvo used for organizing the documents.

Refer to table entitled "Response to No. 5 CLAIM PAID DATA." Source of information Volvo's warranty database. The data provided is current through December 19, 2005. I interpret problem codes as meaning a system of codes used to specify the failure. In this context, Volvo does not use problem codes; however, the claim text does explain the failure, which is included in this response. When making the assessment, claims that involved only one restraint cylinder separating were not considered as being related to alleged defect because the other cylinder would have been sufficient to restrain the hood.

6. For each claim denied in question numbers 3 and 5, provide the following information:

- a. Volvo's claim number and reason for the claim being denied;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN, body or serial number;
- d. Concern stated by customer;
- e. How was the truck repaired and date of repair;
- f. Vehicle mileage at time of repair;
- g. Repairing dealer or facility's name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Replacement part number(s) and description(s); and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Excel, or a compatible format, entitled "Response to No. 6 CLAIM DENIED DATA."

Refer to table entitled "Response to No. 6 CLAIM DENIED DATA." Source of information Volvo's warranty database. The data provided is current through December 19, 2005.

7. Describe in detail the search criteria used by Volvo to identify the claims identified in the response to Request No. 3 and 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles.

Claims were extracted from the warranty and service databases with the condition that they either had the word "hood" in the claim text or one of the relevant hood strut part number (8081651, 20358822, 20502741, or 20571720) as the causal part. From the results, further filtering was performed to extract the US claims on 2001-2003 model year vehicles, which was considered as the dataset ("dataset") that may contain relevant information.

A word search was done on the claim text of the dataset using the words "shock", "strut", "cylinder", and "piston". Every claim that had one of these words was read and flagged as reportable if the claim implied that one or both of the hood struts had separated or came loose OR that the hood was not restrained. The claims that were deemed as reportable are included in the response.

8. Describe how Volvo first became aware of the alleged defect and state the date on which Volvo first become aware of the possibility of the alleged defect. Provide a detailed chronology of all events regarding the subject defect stating from the time Volvo first became aware of this issue to the present. Include all information including internal meetings, meetings from suppliers, other manufacturers, and owners/fleet owners.

Volvo first became aware when Sonny Murianka of the Office of Defect Investigations ("ODI") contacted Tim LaFon, Manager Regulatory Affairs Volvo Trucks North America, on October 19, 2005 regarding two customer complaints received by ODI involving hood strut failures on two VNL model vehicles (4V4N19UF51N [REDACTED] and 4V4NC9GHX3N [REDACTED]).

Chronology:

- | | |
|----------|---|
| 10/19/05 | Volvo, Tim LaFon, contacted by ODI, Sonny Murianka, regarding two (2) customer complaints submitted to ODI regarding the unsatisfactory performance of the hood struts. Sonny Murianka acknowledged that ODI would be opening a Preliminary Evaluation ("PE") |
| 11/3/05 | Volvo opens an investigation in support of the PE opened by ODI. Preliminary meeting with Product Development to identify all design changes to the hood struts. |

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- 11/8/05 Volvo, Tim LaFon, met with ODI, Sonny Murianka, to discuss issue further. Formal PE documents and details regarding the two complaints given to Tim LaFon.
- 11/10/05 Reviewed service programs and service literature to see if any pertained to the alleged defect. None were found.
- 12/16/05 US production information relevant to the PE retrieved from Volvo's Customer database.
- 12/19/05 Warranty and service Information pertaining to alleged defect extracted and reviewed.
- 12/20/05 Discussion with Product Development regarding clarification on design changes and correspondence between Product Development and Product Reliability about a customer complaint from Kraft Foods sent in April of 2005.
- 12/20/05 ODI, Sonny Murianka, grants Volvo extension on submitting findings. New submission date is January 6, 2006.
- 1/6/06 Volvo submits information to ODI. Volvo does not recommend a safety recall. Findings are published in this report.

9. State the new warranty coverage offered by Volvo regarding the hood of the subject tractors. Describe any extended warranty coverage option (s) related to the alleged defect that Volvo offered for the subject vehicles related to the alleged defect.

Basic warranty coverage is one year or one hundred thousand miles. Various extended warranty packages can also be purchased with the most common being three years or three hundred fifty thousand miles.

10: Produce copies of all service bulletins, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject tractors, that Volvo has issued to any manufacturer, dealers, regional or zone offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also, state the date in which the documents were issued, to whom, and the date they were submitted to NHTSA in accordance with applicable regulations, such as CFR 579.5. Furthermore, include the latest draft copy of any communication that Volvo is planning to issue. Separately, identify and describe what precipitated each document.

Volvo has not issued communications related to the alleged defect in the subject tractors. There are no plans at this time to release communications related to the alleged defect.

11. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries, and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject tractors that have been conducted, are planned, or are being planned by, or for, Volvo, and including any actions being conducted by any supplier of the hood components. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief Summary of the subject or objective of the action;
- e. Engineering group(s) /supplier(s) responsible for designing and for conducting the action; and,
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are interim, draft, or final form. Organize the documents chronologically by action date.

a. Action title or identifier	Kraft Foods complaint assessment
b. The actual or planned start date.	May 25, 2005
c. The actual or expected end date.	May 25, 2005
d. Brief Summary of the subject or objective of the action.	Test pull out force of press in ball stud used with hood strut 20541720 as a result of customer complaint submitted by Kraft Foods in April 2005.
e. Engineering group(s) / supplier(s) responsible for designing and/or conducting the action.	Suspa Inc. who supplied hood strut 20541720.
f. Brief summary of findings and/or conclusions.	Two parts returned from Kraft Foods were tested to determine the pull out force of the ball stud. The result exceeds the design requirement, greater than 600N (135 lbf), specified by the supplier; therefore, the parts met Volvo's design requirements.

Attached, as Exhibit A is the email that summarizes the results.

12. Note: The Preliminary Evaluation document did not have a question No. 12.

13. Describe all modifications or changes made by Volvo, or on behalf of Volvo, in the design, material composition, manufacture, quality control, supply, or installations of the subject hood installed in the subject tractors, from the start of the model year of the subject vehicles to present date, which relate to, or may relate to, the alleged defect in the subject tractors. For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into the tractors;*
- b. A detailed description of the modification or change;*
- c. The reason(s) for the modification or change;*
- d. The part numbers (service and engineering) of the original component;*
- e. The part number (service and engineering) of the modified component;*
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;*
- g. When the modified component was made available as a service component; and*
- h. Whether the modified component can be interchanged with the earlier production components.*

Also provide the above information for any modifications or change that Volvo is aware of which may be incorporated into the vehicle production within the next 120 days.

Modification: replaced part number 20358822, Shock Absorber Hood Tilt, with 20502741, Shock Absorber Hood Tilt, and 20502948, Connector Hood Tilt:

- a. December 9, 2002
- b. Introduced press in ball studs replacing ball socket style end fittings.
- c. To allow manufacturing more flexibility during assembly. Connectors (ball studs) could be mounted to chassis in advance allowing hood strut to be pressed on when mounting hood to chassis. Clip retains ball stud.
- d. 20358822
- e. 20502741 and 20502948
- f. Manufacturing and service was instructed to use up the original component, 20358822.
- g. 20502741 in April 2003 and 20502948 in May 2003.
- h. The modified component can be interchanged with the earlier product component.

14. Furnish Volvo's assessment of the alleged defect in the subject vehicle including:

- a. The causal or contributory factor(s);*
- b. The failure mechanism(s);*
- c. The failure mode(s);*
- d. The risk to motor vehicle safety that it poses; and*
- e. What warnings, if any, the operator and both the persons inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning.*

The hood restraint system is comprised of two restraint cylinders and two torsion rods.

The two restraint cylinders connect to the hood just behind the each upper corner of the front grille and to each tow eye bracket, which is attached to the frame rail. There is one hood restraint on each side of the inner hood. The cylinders are single acting oil shocks that control the rate of the opening of the hood. So basically the cylinders dampen after the hood has reached the "break-over" point of the hood when the hood starts to fall forward (open).

The torsion rods aid in reducing the force required to open the hood and also help to limit the closing speed. The rods are hexagonal bars that are twisted as the hood is closed. Some of the kinetic energy of closing the hood is transferred into the torsion bars to cause them to twist when the hood is closing. When the hood is being opened, the torsion bars release the retained energy. That energy is added to the energy exerted by a person to open the hood. The torsion rods mount in the hood pivot block, which is connected to the tow eye brackets.

The two customer complaints submitted to ODI imply that the operator knew prior to the incident that either one or both of the hood restraint cylinders were loose. If one cylinder is loose, the other cylinder will provide sufficient restraint to keep the hood from falling completely forward (open) provided that the attached cylinder is not critically damaged; therefore, there is redundancy in the design to ensure that the hood is restrained. So both cylinders would have to have failed to allow the hood to unexpectedly travel forward.

Included in this submission is an account of an investigation regarding a customer complaint from a fleet owner, Kraft Foods, alleging that replacement hood cylinders were "popping off" the ball cylinders. The findings of this investigation offer some valuable insight that may offer an explanation on the alleged incidents. Basically, after Volvo reviewed the pictures supplied by the fleet owner, it was determined that the owner had mounted the ball stud outboard of the frame rail when it should have been mounted inboard of the frame rail. When doing this, the clearance between the restraint cylinder and the hood is approximately one quarter of inch, which could result in interference during normal articulation of the chassis thus damaging the hood restraint cylinder. Also, hood restraint cylinders are mounted inboard and outboard of the

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frame depending on the model and version of hood. For example, the VNL model vehicles manufactured after October of 2002 with new hoods, designed for EPA 2004 compliant engines, requires the ball stud to be mounted to the outside of the frame rail. This is clearly reflected in our service manuals; however, if a repair facility, dealer, or owner did not use the correct manual to install the part, they could mount the part incorrectly which could result in the interference.

In summary, Volvo's assessment of the alleged defect is that the defect was a result of either incorrect mounting of replacement parts or failure to maintain the restraint systems.

- a. Causal or contributory factors: Incorrect mounting of replacement parts and/or failure to maintain damaged components.
- b. Failure mechanism: Impact force from the hood hitting the side of the restraint cylinder if the cylinder is mounted incorrectly. If one restraint is loose, damage could occur over time to the other cylinder if the owner fails to replace the loose cylinder.
- c. Failure modes: Separation of the ball from the ball socket on part number 20358822 or separation of the ball stud, 20502948, from the restraint cylinder on 20502741 or 20541720.
- d. Risk to Motor Vehicle Safety: Low. Information supports that both restraints are not prone to failure at the same time. This is only a concern when opening the hood since the hood falls forward (open). Also, when the hood is tilted over, an adult person would be facing the surface of the top of the hood; therefore, it is more likely that the person will be pushed away than trapped underneath.
- e. Warnings: When opening or closing the hood, it is likely that a person could hear the loose cylinder as it comes into contact with other components under the hood.

15. Furnish a copy of all documents not specifically requested herein, which Volvo believes is relevant to, or which were used in formulating its assessment of, the alleged defect.

Included is an excerpt from Volvo's service manual for vehicles build prior to and after October of 2002 (Exhibits B, and C). Also, provided is a list of hood cylinder part numbers along with an explanation of the change (Exhibit D).

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16. Identify what action Volvo intends to take on this issue.

Volvo will revise service manuals to include both mounting arrangements of the hood tilt cylinder, therefore, if someone did not use the right the manual, they would still be able to access all of the possible restraint cylinder arrangements.

Yours truly,



Tim L. LaFon
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VOLVO
1/6/2006
PART 1 OF 2
ATTACHMENT
RESPONSE NO. 1, 3, & 4

PE05-058

Response to No. 1, POPULATION

Response to No.1, POPULATION

Source: Volvo Customer Database, Last updated December 15, 2005

Model	Total	Model Year	Total	Build Date	Total
VNL	21,451	2001	10,382	01/02/01 Count	42
				01/03/01 Count	33
				01/04/01 Count	29
				01/05/01 Count	36
				01/06/01 Count	36
				01/09/01 Count	30
				01/10/01 Count	31
				01/11/01 Count	28
				01/12/01 Count	29
				01/15/01 Count	23
				01/16/01 Count	25
				01/17/01 Count	23
				01/18/01 Count	24
				01/19/01 Count	24
				01/22/01 Count	35
				01/23/01 Count	36
				01/24/01 Count	37
				01/25/01 Count	34
				01/26/01 Count	32
				01/29/01 Count	33
				01/30/01 Count	32
				01/31/01 Count	35
				02/01/01 Count	36
				02/02/01 Count	29
				02/05/01 Count	32
				02/06/01 Count	27
				02/07/01 Count	33
				02/08/01 Count	32
				02/09/01 Count	27
				02/12/01 Count	37
				02/13/01 Count	36
				02/14/01 Count	36
				02/15/01 Count	37
				02/16/01 Count	42
				02/19/01 Count	43
				02/20/01 Count	43
				02/21/01 Count	46
				02/22/00 Count	2
				02/22/01 Count	46
				02/23/00 Count	3
				02/23/01 Count	43
				02/24/00 Count	3
				02/25/00 Count	1
				02/28/00 Count	7
				02/29/00 Count	5
				03/01/00 Count	4
				03/02/00 Count	6
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				03/06/00 Count	7

03/07/00 Count	7
03/08/00 Count	3
03/09/00 Count	4
03/10/00 Count	3
03/12/01 Count	18
03/13/00 Count	49
03/13/01 Count	20
03/14/00 Count	48
03/14/01 Count	24
03/15/00 Count	49
03/15/01 Count	26
03/16/00 Count	49
03/16/01 Count	39
03/17/00 Count	44
03/19/01 Count	48
03/20/00 Count	47
03/20/01 Count	43
03/21/00 Count	47
03/21/01 Count	36
03/22/00 Count	43
03/22/01 Count	40
03/23/00 Count	48
03/23/01 Count	36
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03/29/00 Count	61
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04/03/00 Count	59
04/04/00 Count	57
04/05/00 Count	58
04/06/00 Count	60
04/07/00 Count	52
04/10/00 Count	47
04/11/00 Count	50
04/12/00 Count	47
04/13/00 Count	53
04/14/00 Count	46
04/17/00 Count	41
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12/18/00 Count	44
12/19/00 Count	41
12/20/00 Count	38
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2002	3,593	01/02/02 Count	14
		01/03/02 Count	10
		01/04/02 Count	6
		01/07/02 Count	13

01/08/02 Count	16
01/09/02 Count	20
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11/01/02 Count	2
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11/15/02 Count	3
12/02/02 Count	1
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12/12/02 Count	2
12/13/02 Count	3
12/16/02 Count	1
12/18/02 Count	2
12/19/02 Count	6

Response to No. 3, Complaint Data

Response to No. 3, Complaint Data

Source: Volvo Service Database, Last updated December 19, 2005

Description	2002 October	2005 April
a. Customer complaints	0	1
b. Field reports	1	2
c. Reports involving death/injury	0	0
d. Property damage	0	0
e. Third Party arbitration	0	0
f. Lawsuits	0	0

SR Number

2113

Date Opened

10/22/2005

Date Closed

10/22/2005

Serial No

702105952

Description

Unit 2V028 PO 57268

Customer Complaint April 1 2005

To Ken Moore
Volvo trucks North America
Technical Material Analysis Center
4100 Bobwhite Boulevard
Pulaski, VA 24301

From:
Ron.Borek @kraft.com

Kraft Pizza
665 Jensen Dr
Medford WI
54451
715-748-7272

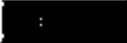
Ken Per Tom Rubles instructions I am sending you these shocks. The main problem we are having with the replacement hood shocks is that they do not stay on the ball stud. Either they are popped off on the hood end or the frame end.

We even tried to replace ball studs that shocks have popped off of but that did not seem to help, they still keep popping off.

Please call or Email me once you have looked into the problem or if you have any questions

Thank You
Ron Borek



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Message 16 of 15 in conversation

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RE: 2003 Volvo hood shocks

From: Bird James <james.bird@volvo.com>
To: <ron.borek@Kraft.com>
Date: Aug 29 2005 - 1:15pm

Hello Ron,

Please contact michael.rankin@volvo.com for any additional follow up. He is checking on any sort of notices.

Best Regards
James Bird
Sr. Design Engineer, Vehicle Front 3P
* 336 393 3054 * james.bird@volvo.com

—Original Message—

From: ron.borek@Kraft.com [<mailto:ron.borek@Kraft.com>]
Sent: Thursday, August 25, 2005 9:39 AM
To: Bird James
Subject: RE: 2003 Volvo hood shocks

29 of the 2003 and 7 of the 2001

—Original Message—

From: Bird James [<mailto:james.bird@volvo.com>]
Sent: Thursday, August 25, 2005 8:38 AM
To: ron.borek@Kraft.com
Subject: RE: 2003 Volvo hood shocks

Hello Ron,

How many trucks do you have that are affected?

Best Regards
James Bird
Sr. Design Engineer, Vehicle Front 3P
* 336 393 3054 * james.bird@volvo.com

—Original Message—

From: ron.borek@Kraft.com [<mailto:ron.borek@Kraft.com>]
Sent: Thursday, August 25, 2005 8:51 AM
To: Bird James
Subject: RE: 2003 Volvo hood shocks

James Hi, the build date for the 2003 is september of 2002, the build date for the 2001 is November of 2000.

Ron B

-----Original Message-----

From: Bird James [mailto:james.bird@volvo.com]
Sent: Thursday, August 25, 2005 7:12 AM
To: ron.borek@Kraft.com
Subject: RE: 2003 Volvo hood shocks

Hello Ron,

I do not know the details of a service bulletin. I will ask, I would like to know the build dates of the trucks in question.

James

-----Original Message-----

From: ron.borek@Kraft.com [mailto:ron.borek@Kraft.com]
Sent: Wednesday, August 24, 2005 5:33 PM
To: Bird James
Subject: RE: 2003 Volvo hood shocks

James, I'd like for you to send me if possible a copy of the service bulletin or notice that instructs us to install the hood shock ball stud that direction, sense it is opposite from the original direction that the shocks where install at the factory. When we started having problems with the new style hood shock coming detached I called Volvo tech and they said we are installing them in the right direction. If there was no notice or service bulletin sent out do you know if one will be? We started to install the ball stud mount from the inside, I will let you know if this take care of the problem.

Ron B

-----Original Message-----

From: Bird James [mailto:james.bird@volvo.com]
Sent: Friday, August 12, 2005 2:12 PM
To: ron.borek@Kraft.com
Subject: RE: 2003 Volvo hood shocks

Hello Ron,

Please install as shown in the attached picture for 2003 and prior model VNL.

The stud should come through the opposite direction. All new trucks mount from the outside but older VNL's mount from the inside. It will rub against the recirc shield on the radiator in the open position mounted this way but that should be acceptable.

Let me know if you have any more problems.

Best Regards

James Bird

Sr. Design Engineer, Vehicle Front 3P
* 336 393 3054 * james.bird@volvo.com

-----Original Message-----

From: Bird James
Sent: Friday, August 12, 2005 10:54 AM
To: 'ron.borek@Kraft.com'
Subject: RE: 2003 Volvo hood shocks

Hello Ron,

Has it only been this generation of VNL that you have had a problem?

Would it be possible to have one of the trucks you have had a problem with stop by Greensboro?

Best Regards
James Bird
Sr. Design Engineer, Vehicle Front 3P
* 338 393 3054 * james.bird@volvo.com

-----Original Message-----

From: ron.borek@Kraft.com [mailto:ron.borek@Kraft.com]
Sent: Friday, August 12, 2005 10:11 AM
To: Bird James
Subject: FW: 2003 Volvo hood shocks

James. Here are the pictures you asked for. As you can see by the pictures the ball stud is in the same position as the pictures you sent.

[Borek, Ronald]

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Response to No. 4, Claim Data

Response to No.4 CLAIM DATA.

Source: Volvo's service information database. The data provided is current through December 19, 2005. Email provided by Product Development.

a. File Number	1-1424132	² Email "FW: P/N 20541720 - Shock Absorber Hood Tilt."		2Email "FW: P/N 20541720 - Shock Absorber Hood Tilt."
b. Category	Field Report ¹	Field Report ²	Field Report ²	Customer complaint ²
c. Owner	CECIL EUNICE TRUCKING INC. 2841 MIDWAY CHURCH RD. BLACKSHEAR GA 31516 (912) 449-4011	WATKINS MOTOR LINES 1144 WEST GRIFFIN RD. LAKELAND, FL 33085 Contact HAL BROWER (800) 456-4545	KRAFT FOODS 665 JENSON DR. MEDFORD, WI 54451 (715) 748-7272	KRAFT FOODS 665 JENSON DR. MEDFORD, WI 54451 (715) 748-7272
d. VIN(s)	4V4NC8GH52N3	4VA7BBJF2WN7	4V4NC8GH33N3	Not specified
e. Make, Model, Model Year	Volvo, VNL, 2002	Volvo, VNL, 2002	Volvo, VNL, 2003	Not specified
f. Mileage	Not specified	Not specified	Not specified	Not specified
g. Incident Date	10/22/2002	Not specified	Not specified	Not specified
h. Report or claim date	10/22/2002	4/26/2005	4/26/2005	Not specified
i. Property damage alleged?	No	No	No	No
j. Number of alleged injuries	0	0	0	0
k. Number of alleged fatalities	0	0	0	0
l. Concern stated by customer	None	The replacement hood shocks do not stay on the ball studs.	The replacement hood shocks do not stay on the ball studs.	The replacement hood shocks do not stay on the ball studs.
m. Comment by dealer	Replace hood due to hood shocks ripping out.	None	None	None
n. Volvo's assessment	Hood structural failure. Not related to alleged defect.	Hood strut (shock) mounted on wrong side of frame when installing replacement shock. Could be related to alleged defect.	Hood strut (shock) mounted on wrong side of frame when installing replacement shock. Could be related to alleged defect.	Hood strut (shock) mounted on wrong side of frame when installing replacement shock. Could be related to alleged defect.
1 Dealer contacted Volvo by submitting a service request. 2 Email that could be relevant to the preliminary evaluation.				