



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: RQ 11-001
Prompted by:
Date Opened: 05/23/2011 **Date Closed:** 01/20/2012
Investigator: Nate Seymour **Reviewer:** Bruce York-B
Approver: Frank Borris
Subject: Volvo Sleeper glass de-bonding

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: VOLVO TRUCKS NORTH AMERICA
Products: 2002-2012 Volvo Vehicles with Sleepers
Population: 81,531

Problem Description: The side windows on the sleeper unit may separate due to a failure of the bonding agent used to install the window.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	1	4	5
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	0	1,782	1,782

*Description of Other: Warranty claims

ACTION / SUMMARY INFORMATION

Action: This Recall Query is closed.

Summary:

ODI opened Recall Query RQ11-001 after a review of EWR Field Reports identified lower bunk window separations on the subject vehicles. Volvo had issued three recalls for sleeper window separations since 2003. Additionally, Volvo had issued two bulletins for sleeper window issues during the same time period. The frequency of related actions led ODI to open this formal investigation.

An Information Request (IR) letter was sent to Volvo on 23 June 2011. Volvo responded on 17 August 2011 and then provided updated warranty information on 9 January 2012. Volvo provided production change data and warranty information which was correlated to vehicle build month and failure date. ODI analyzed the data to determine if additional production time frames should have been included in previous recalls.

ODI also requested information from its network of fleet owners. The response from this network reaffirmed the accuracy of the updated warranty information.

Based on the information and data received, ODI has concluded that all production periods have been appropriately addressed by Volvo's previous recalls and no additional recall action is required at this time.