



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

## ODI RESUME

|                       |                           |                     |              |
|-----------------------|---------------------------|---------------------|--------------|
| <b>Investigation:</b> | PE 13-005                 | <b>Date Closed:</b> | 08/29/2013   |
| <b>Date Opened:</b>   | 03/18/2013                | <b>Reviewer:</b>    | Bruce York-B |
| <b>Investigator:</b>  | Nate Seymour              |                     |              |
| <b>Approver:</b>      | Frank Borris              |                     |              |
| <b>Subject:</b>       | Windshield Wiper Failures |                     |              |

### MANUFACTURER & PRODUCT INFORMATION

|                             |                                                                                     |
|-----------------------------|-------------------------------------------------------------------------------------|
| <b>Manufacturer:</b>        | Volvo Trucks North America                                                          |
| <b>Products:</b>            | 2011-2012 Volvo VNL                                                                 |
| <b>Population:</b>          | 27,993                                                                              |
| <b>Problem Description:</b> | The windshield wiper motor or linkage may fail resulting in poor driver visibility. |

### FAILURE REPORT SUMMARY

|                     | ODI | Manufacturer | Total |
|---------------------|-----|--------------|-------|
| Complaints:         | 0   | 0            | 0     |
| Crashes/Fires:      | 0   | 0            | 0     |
| Injury Incidents:   | 0   | 0            | 0     |
| Fatality Incidents: | 0   | 0            | 0     |
| Other*:             | 0   | 1,910        | 1,910 |

\*Description of Other: Warranty Claims

### ACTION / SUMMARY INFORMATION

**Action:** This Preliminary Evaluation is closed. See Safety Recall 13V-349.

**Summary:**

Through regular communications with heavy truck fleets, ODI learned of a potential issue involving failures of both the windshield wiper motor or linkage on model year 2011-2012 Volvo VNL trucks. ODI searched its Early Warning Reporting (EWR) database and identified a significant number of claims of wiper system problems reported by Volvo. In some cases the windshield wiper linkage separated and in others the wiper motor failed. In both failure modes, the visibility of the driver is significantly diminished.

In response to an ODI Information Request (IR) dated 25 March 2013, Volvo provided warranty data that identified three distinct windshield wiper failure modes on the subject vehicles: wiper motor, wiper linkage, and wiper arms. Analyzing the warranty data revealed elevated rates of wiper motor and wiper arm failures. The warranty data further showed that the wiper arm failures occurred early in the vehicle service life suggesting that those that were likely to fail had already done so. However the wiper motor failures were found to be an ongoing concern. Owners continued to file warranty claims at an elevated rate at the time of this investigation.

Following a meeting on 25 July 2013, Volvo notified ODI on 9 August 2013 they had determined the wiper motor drive gear may prematurely fail on subject vehicles manufactured from 1 February 2010 through 30 September 2010 and 1 June 2011 through 30 November 2011. Volvo states that the failure presents a risk of decreased visibility through the windshield, which may result in a vehicle crash. Volvo initiated a safety recall (NHTSA Recall No. 13V-349) to address the safety defect in approximately 17,824 Model Year 2011 and 2012 VAH, VHD, VNL, and VNM Trucks.

Volvo's action to remedy the subject vehicles for the defective wiper motor resolves the issue raised by this investigation and therefore this investigation is closed.