



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 13-005
Date Opened: 03/18/2013
Investigator: Nate Seymour
Approver: Frank Borris
Subject: Windshield Wiper Failures

Reviewer: Bruce York-B

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Volvo Trucks North America
Products: 2011-2012 Volvo VNL
Population: 20,000 (Estimated)
Problem Description: The windshield wiper motor or linkage may fail resulting in poor driver visibility.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	0	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD
Other*:	1	TBD	1

***Description of Other:** Fleet network report supported by EWR data

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation (PE) has been opened.

Summary:

Through regular communications with heavy truck and bus fleets, ODI has become aware of a potential issue involving model year 2011-2012 Volvo VNL trucks involving numerous failures of both the windshield wiper motor or linkage. 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 separates and in others the wiper motor fails. In both failure modes, the visibility of the driver is diminished.

ODI has opened this investigation to gather additional details to assess the risk and scope of the alleged defect.