

IMPORTANT SAFETY RECALL INFORMATION! RVXX0406, Windshield Wiper Motor

To: U.S. and Canada Volvo Dealer Principals
U.S. and Canada Volvo Service Managers
U.S. and Canada Volvo General Managers
U.S. and Canada Volvo Part Managers

Bulletin: SN 05-08
Date: March 21, 2005

From: Tim LaFon, Regulatory Compliance Administrator

Subject: RVXX0406 Phase 2 Frequently Asked Questions concerning the recall.

We have received several questions regarding this recall from the Dealer Body. To promote a better understanding of the recall, we offer the following list of frequently asked questions,

1. Is there more than one safety bulletin for this recall?
Answer: Yes, There are two bulletins, one labeled "PHASE 1" and one labeled "PHASE 2".
2. Which bulletin should I refer to when doing the repairs?
Answer: **The Phase 2 Bulletin should be used!** The only exception would be in cases where the wiper motor connector was burnt or melted. If that were the case, then the Phase 1 Bulletin would apply.
3. What should I do in cases where the wiper motor connector is either burnt or melted?
Answer: Submit an e-Service case and attached pictures of the connector plate. The e-service case will be answered with additional instructions for processing a claim.
4. Where can I find a copy of the safety recall bulletin for this recall?
Answer: The safety recall bulletin is posted on the "Trucks Dealer Portal". The bulletin is found under the service pull down menu. Select "service", "Volvo", "publications", and "recall bulletins". **All new Safety Recall Bulletins will be posted in this location.**
5. What is the repair for this recall?
Answer: The repair involves replacing the connector plate on the wiper motor. Recall Kit number 20724391 is the kit number for this recall.
6. Is there more than one Authorization number for claims associated with this recall?
Answer: Yes. "RVXX0406" should be used for vehicle repairs and "RVXX0406-PT" should be used for cases where the dealer has wiper motor 1619034 in their parts inventory that need addressed.
7. Are all the vehicles flagged in VEHINQ that need the recall?
Answer: No. We have flagged approximately 31,000 vehicles as needing the recall. The remainder of the vehicles (29,000 vehicles) will be flagged in April as parts become available.
8. What should I do in cases where the wiper motor has previously been replaced with the new motor 20707508?

Answer: Submit a record only claim (i.e. zero cost claim) for RVXX0406. No repairs are needed for vehicles with the new motor.

9. What should I do in cases where the customer is requesting reimbursement for previously replaced wiper motors that were not covered by warranty?

Answer: You should advise the customer to follow the instructions outlined in the "General Plan for Reimbursement of Prenotification Remedies". All of the customers received a copy with the Safety Recall Owner letters. A copy is also posted on the Trucks Dealer Portal with the recall bulletin.

10. Who do I call regarding general questions pertaining to Safety Recalls?

Answer: Contact either your District Service Manager or the Regulatory Compliance Administrator, phone (336) 393-2233.

IMPORTANT SAFETY RECALL INFORMATION! RVXX0406, Windshield Wiper Motor

To: U.S. and Canada Volvo Dealer Principals
U.S. and Canada Volvo Service Managers
U.S. and Canada Volvo General Managers
U.S. and Canada Volvo Part Managers

Bulletin: SN 05-08
Date: March 21, 2005

From: Tim LaFon, Regulatory Compliance Administrator

Subject: RVXX0406 Phase 2 Frequently Asked Questions concerning the recall.

We have received several questions regarding this recall from the Dealer Body. To promote a better understanding of the recall, we offer the following list of frequently asked questions,

1. Is there more than one safety bulletin for this recall?
Answer: Yes, There are two bulletins, one labeled "PHASE 1" and one labeled "PHASE 2".
2. Which bulletin should I refer to when doing the repairs?
Answer: **The Phase 2 Bulletin should be used!** The only exception would be in cases where the wiper motor connector was burnt or melted. If that were the case, then the Phase 1 Bulletin would apply.
3. What should I do in cases where the wiper motor connector is either burnt or melted?
Answer: Submit an e-Service case and attached pictures of the connector plate. The e-service case will be answered with additional instructions for processing a claim.
4. Where can I find a copy of the safety recall bulletin for this recall?
Answer: The safety recall bulletin is posted on the "Trucks Dealer Portal". The bulletin is found under the service pull down menu. Select "service", "Volvo", "publications", and "recall bulletins". **All new Safety Recall Bulletins will be posted in this location.**
5. What is the repair for this recall?
Answer: The repair involves replacing the connector plate on the wiper motor. Recall Kit number 20724391 is the kit number for this recall.
6. Is there more than one Authorization number for claims associated with this recall?
Answer: Yes. "RVXX0406" should be used for vehicle repairs and "RVXX0406-PT" should be used for cases where the dealer has wiper motor 1619034 in their parts inventory that need addressed.
7. Are all the vehicles flagged in VEHINQ that need the recall?
Answer: No. We have flagged approximately 31,000 vehicles as needing the recall. The remainder of the vehicles (29,000 vehicles) will be flagged in April as parts become available.
8. What should I do in cases where the wiper motor has previously been replaced with the new motor 20707508?

Answer: Submit a record only claim (i.e. zero cost claim) for RVXX0406. No repairs are needed for vehicles with the new motor.

9. What should I do in cases where the customer is requesting reimbursement for previously replaced wiper motors that were not covered by warranty?

Answer: You should advise the customer to follow the instructions outlined in the "General Plan for Reimbursement of Prenotification Remedies". All of the customers received a copy with the Safety Recall Owner letters. A copy is also posted on the Trucks Dealer Portal with the recall bulletin.

10. Who do I call regarding general questions pertaining to Safety Recalls?

Answer: Contact either your District Service Manager or the Regulatory Compliance Administrator, phone (336) 393-2233.