

04V-457

SAFETY RECALL NOTICE

VOLVO

SAFETY RECALL RVXX0406 PHASE 2 FEBRUARY 2005

Dear Volvo Truck Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicle Safety Act.

Volvo Trucks North America, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain Volvo VN and Volvo VHD model vehicles built between July 1, 2000 and June 18, 2004.

SAFETY DEFECT: The windshield wiper motor may be susceptible to road salt spray intrusion that could possibly lead to a wiper motor connector malfunction.

POTENTIAL RISK: If a wiper motor connector malfunction exists, the connector may begin to overheat, which could lead to a vehicle fire. This condition may exist with the wipers in the parked position (i.e. not in motion).

PRECAUTIONS YOU CAN TAKE: You can inspect the wiper motor connector for evidence of overheating (melting) to see if an overheating condition exists (see photos on the last page of this document in the section titled "Inspection"). If smoke is visible from under the rear of the hood, you should turnoff and remove the ignition key immediately! Also, idling of unattended vehicles and idling while sleeping should be avoided, particularly before the connector is inspected.

WHAT YOU SHOULD DO: Volvo Trucks North America, Inc. *urges* you to immediately contact a Volvo truck dealer for a service appointment to have your vehicle repaired. Parts are currently available for shipment to the dealer scheduling your service appointment. To locate the closest Volvo Truck Dealer you can go on line to www.volvotrucks.us.com and select "Dealer Locator" or call our toll-free number: 1-800-528-6586.

REPAIR: A Volvo Truck Dealer will replace the connector on the wiper motor at no charge to you regardless of your vehicle's age or mileage. The labor time required to repair your vehicle is approximately 30 minutes.

PRE NOTIFICATION REMEDIES: If you have previously paid for replacement of the wiper motor connector plate for this particular issue, you may be entitled to recovery of those expenses. Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing.

**NOTICE REGARDING
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that Lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in 49 CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**OWNER RECALL
RESPONSE LETTER:**

The enclosed "Owner Recall Response Letter" identifies your vehicle. Presentation of this letter to any authorized full-service Volvo Truck Dealer will assist in the processing of your vehicle in the shortest time possible. If you do not own, have sold or have traded the vehicle identified, please let us know by completing the "Recall Notice Return Form", which can be mailed back in the postage-paid envelope addressed to Volvo Trucks North America, Inc.

**ASSISTANCE/
COMPLAINTS**

Regulatory Compliance Department,
Volvo Trucks North America,
P.O. Box 26115
Greensboro, NC 27402-6115
Phone: (336) 393-2233

Note: For US owners, You may also submit complaints to the Administrator of the National Highway Safety Administration (400 Seventh Street, S.W., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236) if you believe that Volvo Trucks North America Inc. has failed to remedy the defect without charge, or has failed to remedy the vehicle within 60 days of the owners first tender to obtain repair following the earliest time that parts are available.

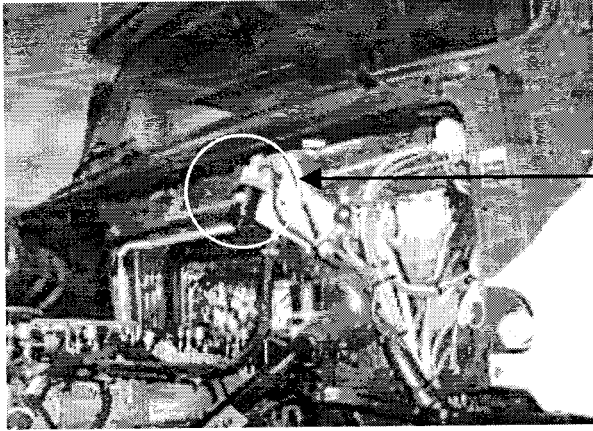
For Canadian Owners: You may also submit a complaint to Transport Canada, Road & Motor Vehicle Safety Branch, 2780 Sheffield Road, Ottawa Ontario K1A 0N5

We regret any inconvenience this recall may cause, but hope you will share in our concern for your safety and satisfaction with your vehicle.

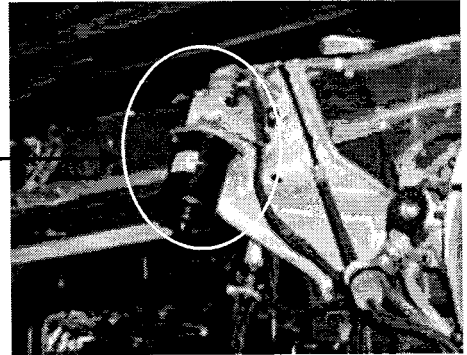
Sincerely,
Volvo Trucks North America, Inc.

INSPECTION:

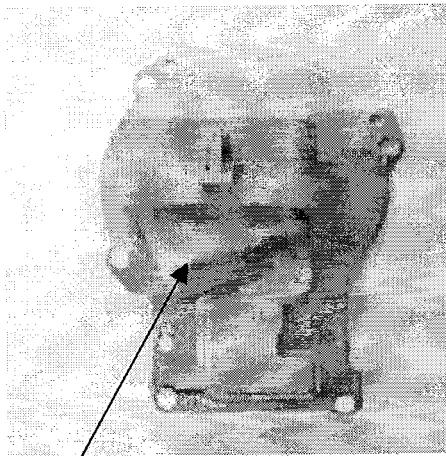
The windshield wiper motor is located under the hood on the upper bulkhead on the driver's side of the vehicle. The following image shows the location of the wiper motor:



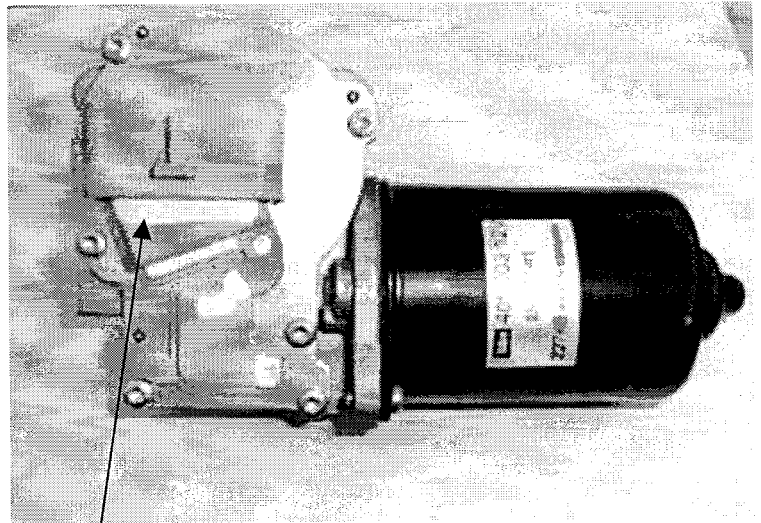
wiper motor



This close-up shot of the wiper motor depicts which part of the motor is the connector:



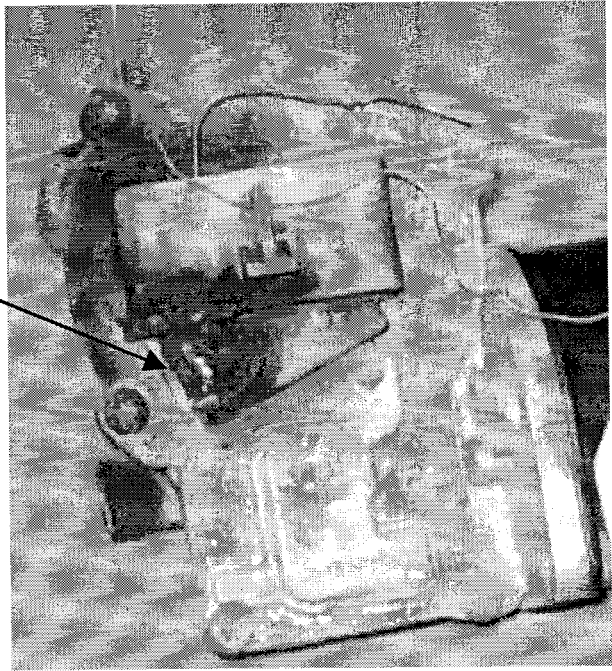
Connector (depicts before recall)



Connector (depicts recall solution)

The two images below show connectors that exhibit signs of overheating:

Example of melted connector:
(Plastic melted and charred)



Example of melted connector (plastic deformed)

