

VOLVO

Volvo Trucks North America, Inc.

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OFFICE OF
DEFECTS INVESTIGATION

March 15, 2004

EXPRESS MAIL

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

RE: NHTSA Recall Campaign Number:

Volvo Trucks North America, Inc., Recall Number: **RVXX0402**

Volvo Trucks North America, Inc. of Greensboro, North Carolina, per the requirements of 49 CFR Part 573.5(c)(9), herewith submits a copy of its recall bulletin and owner notice for the subject recall. Mailing of the bulletin and owner notices was started on March 8, 2004, and completed on March 10, 2004.

Very Truly Yours



Charles D. Powell
Recall Administrator

Enclosures (2)

SAFETY RECALL NOTICE

VOLVO

**SAFETY RECALL RVXX0402
MARCH 2004**

Dear Volvo Truck Owner:

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

Volvo Trucks North America, Inc. has decided that a defect that relates to motor vehicle safety exists in certain VN, and VHD, model vehicles built between November 14, 2002, and October 6, 2003.

SAFETY DEFECT: If a fuse in the engine pre-heater jumper wiring harness opens, continuous electrical power to the pre-heater may cause it to overheat.

POTENTIAL RISK: This overheating condition could result in damage to the pre-heater and other engine heat sensitive components near the pre-heater, and the ability to re-start the engine could be compromised, creating the potential for a vehicle crash.

PRECAUTION YOU CAN TAKE: There are no precautions you can take other than having your vehicle inspected and repaired where required.

REPAIR: At no charge to you regardless of your vehicle's age or mileage, a Volvo truck dealer will inspect and where required, re-index the affected circuits in the jumper wiring harness connector.

TIME REQUIRED FOR THE REPAIR: The labor time required to repair your vehicle is about 45 minutes.

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.

PRE-NOTIFICATION If you have previously paid for repairs to have the engine pre-heater wiring harness circuits re-index in the connector or progressive damage due this failure you may be entitled to recovery of those expenses. Submit a copy of all documentation supporting your claim to Volvo Trucks at the address identified in this notice in the section "Assistance".

**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 CARD:**

The enclosed "Owner Recall Response Card" identifies your vehicle. Presentation of this card 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 and signing the postage-paid Card and returning it to Volvo Trucks North America, Inc. so we can update our records.

ASSISTANCE:

If your vehicle has not been modified within a reasonable time after delivering it to the dealer on the agreed-upon date, please contact:

Volvo Trucks North America, Inc.
Recall Department
P.O. Box 26115
Greensboro, NC 27402-6115

or call our toll-free number: 1-800-528-6586. You may also submit a complaint to the Administrator, 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.

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.

SAFETY RECALL BULLETIN

VOLVO

SAFETY RECALL RVXX0402
MARCH 2004

**ATTENTION: SERVICE MANAGERS
PARTS MANAGERS**

SUBJECT: Engine Pre-Heater Jumper Wiring Harness

SAFETY RECALL INFORMATION:

Volvo Trucks North America, Inc. has decided that a defect relating to motor vehicle safety exists in certain Volvo VN, and VHD, model vehicles.

If a fuse in the engine pre-heater jumper wiring harness opens, continuous electrical power to the pre-heater may cause it to overheat.

This over heating condition could result in damage to the pre-heater and other engine heat-sensitive components near the pre-heater, and the ability to re-start the engine could be compromised, creating the potential for a vehicle crash.

VEHICLES AFFECTED:

Certain Volvo VN, and VHD, model vehicles manufactured by Volvo Trucks North America, Inc. between November 14, 2002, and October 6, 2003.

VEHICLE IDENTIFICATION NUMBERS (VIN):

There are two thousand one hundred and twelve (2,112) vehicles affected by this recall.

NOTE: To verify or determine if a particular vehicle is affected by this recall (or any other recall), you should consult the DCS, Service/Warranty screen. By entering the Vehicle Identification Number into the VEHINQ segment, the screen will display any outstanding recall.

If a "Dealer Listing" is enclosed it identifies the vehicles that were sold or shipped to your dealership. Be sure to check the VEHINQ screen before performing the recall to verify that the recall is still open.

INSPECTION INSTRUCTIONS:

The inspection consist of looking at the engine pre-heater wiring harness connector to see if the wiring circuits are indexed in the proper locations in the connector.

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REPAIR:

Where required the recall repair consists of re-indexing certain circuits in the engine pre-heater jumper wiring harness connector per the instructions found on page 5 of this bulletin.

TIME ALLOWANCE:

Inspection,
and take charge time: - 0.4 hour per vehicle

Repair including inspection,
and take charge time: - 0.6 hour per vehicle

RECALL PARTS:

No parts are required for this recall

KIT ORDERING PROCEDURES:

Does not apply to this recall.

DEALER INVENTORY:

No parts in dealer inventory will be affected by this recall.

REMOVED PARTS:

No parts are removed per this recall.

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CLAIMS FOR CREDIT:

Expenses associated with the performance of this recall will be reimbursed based on the guidelines identified in this Bulletin, and by submitting a claim following published instructions in the claim preparation section of the "Service Operations Manual".

NOTE: Claims for a recall repair must be submitted within 2 working days from the repair date.

CLAIM CODING INFORMATION:

Type: - P

Authorization Number: - RVXX0402

Inspection
including take charge time: - 37302-0-01 0.4 hour per vehicle

Repair including inspection
and take charge time: - 37302-0-02 0.6 hour per vehicle

OWNER RECALL RESPONSE CARD:

The "Owner Recall Response Card" is to provide the vehicle owner with a convenient way to notify Volvo Trucks North America, Inc. of changes affecting the ownership of the subject vehicle. The owner card is not intended for dealer usage other than to assist you in the preparation of the repair orders necessary to perform the applicable recall on the subject vehicle. Please do not use the card as a way to inform Volvo Trucks North America, Inc. that the vehicle has been inspected or modified. Your DCS claim on line is sufficient.

**SAFETY RECALL RVXX0402
MARCH 2004****DEALER RECALL RESPONSIBILITY:**

Dealers are to perform the recall on all vehicles subject to the recall at no charge to the owner regardless of mileage, age of vehicle, or ownership from this time forward. Whenever a vehicle subject to this recall is taken into or is in your vehicle inventory or dealership for service, we strongly recommend you make every effort to perform the recall correction before the vehicle is sold or released to the owner.

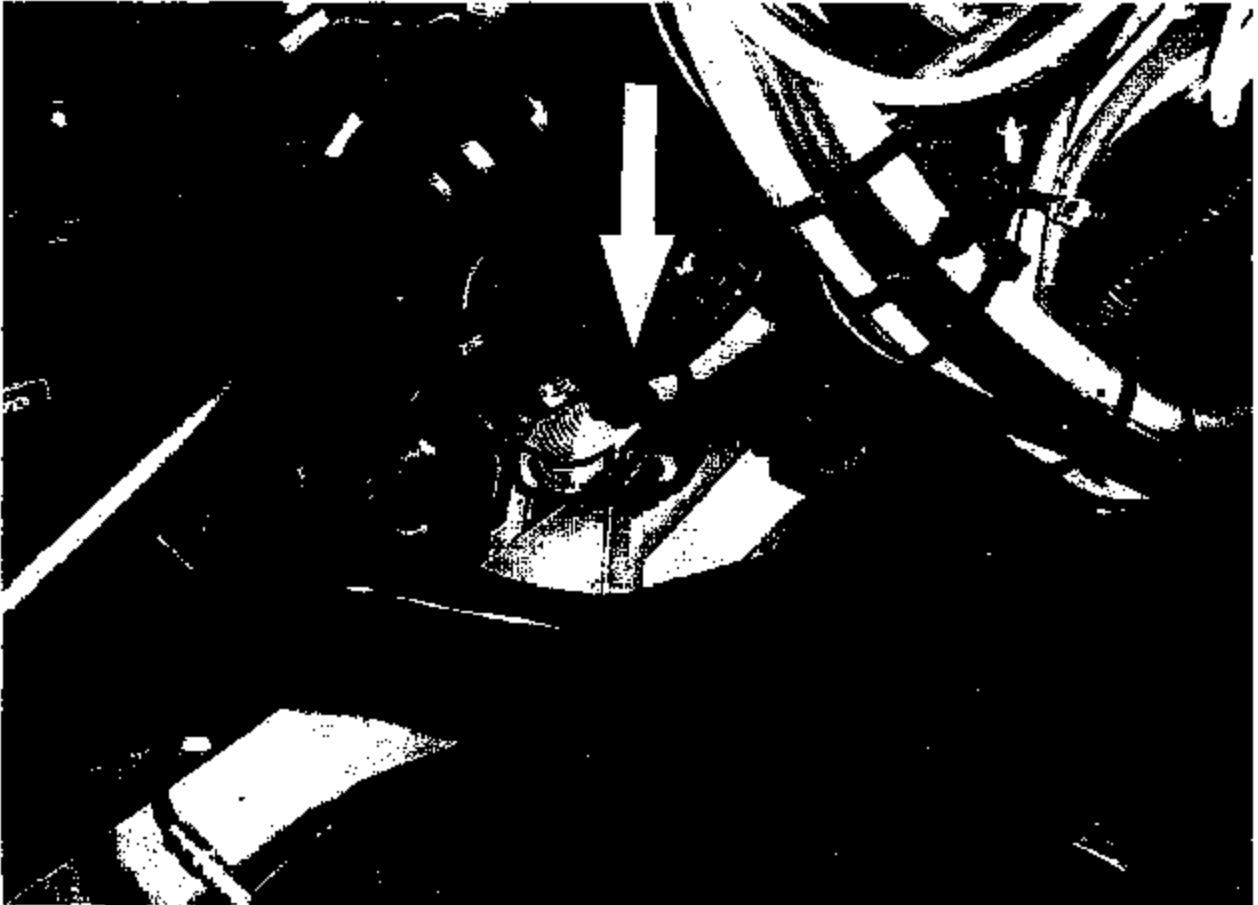
IMPORTANT NOTICE:

A copy of the Owner Notice has been included for your reference. Please note that the National Traffic and Motor Vehicle Safety Act requires that the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The law states that failure to repair a vehicle within sixty (60) days after tender for repair shall be a prima facie evidence of unreasonable time. However, circumstances of a particular situation may reduce the sixty (60) day period. If an owner's vehicle is not repaired within a reasonable time, he or she may be entitled, without charge, to a reasonable equivalent vehicle or refund of the purchase price, less reasonable allowance for depreciation.

Volvo Trucks North America, Inc.
P.O. Box 26115
Greensboro, NC 27102-6115

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Repair Instruction



v4200211

Inspection

DANGER

Before working on a vehicle, set the parking brake, place the transmission in neutral, and block the wheels. Failure to do so can result in unexpected vehicle movement and can cause serious personal injury or death.

1. Remove the fuse for the jumper harness PN 20522397.
Turn the engine over.
 - a. If the engine starts, no further repair is required. Reinstall the fuse and cover.
 - b. If the engine fails to start, proceed with repair.

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Repair

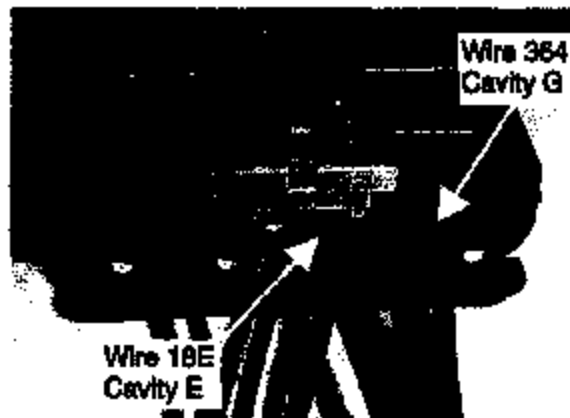
DANGER

Before working on a vehicle, set the parking brake, place the transmission in neutral, and block the wheels. Failure to do so can result in unexpected vehicle movement and can cause serious personal injury or death.

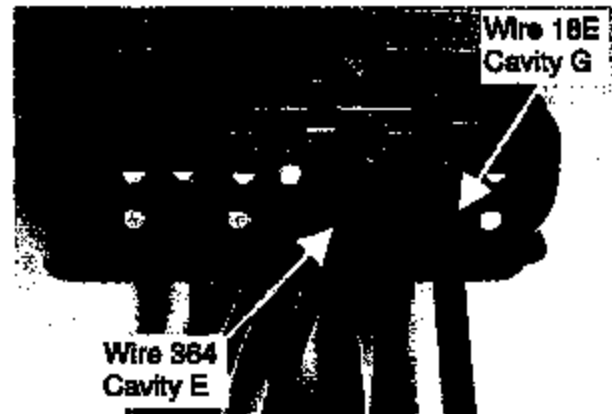
1. Remove the jumper harness from the vehicle.



2. Remove the connector cover using a small screwdriver or terminal tool.



3. Remove wires 364 (cavity G) and 18E (cavity E) from the connector.



4. Insert wire 364 into cavity E and wire 18E into cavity G, reinstall the connector cover.
5. Reinstall the jumper harness and secure it with tie straps. Start the engine and check for proper operation of the pre-heater system.

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VOLVO
SAFETY RECALL BULLETIN
MARCH 2004

SAFETY RECALL NOTICE

Dear Volvo Truck Owner:

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

Volvo Trucks North America, Inc. has decided that a defect that relates to motor vehicle safety exists in certain 2004 V40 and V40G model vehicles built between November 14, 2003, and October 4, 2004.

HAZARD IDENTIFY: It is due to the engine pre-chamber pump taking battery power, sometimes electrical power to the pre-chamber may cause it to explode.

POTENTIAL HARM: This exploding condition could result in damage to the pre-chamber and other engine heat sensitive components near the pre-chamber, and the ability to start the engine could be compromised, creating the potential for a vehicle crash.

PRECAUTION YOU CAN TAKE: There are no precautions you can take other than having your vehicle inspected and repaired where required.

REPAIR: As an owner it is the responsibility of your vehicle's top or co-ordinator a Volvo Truck dealer will inspect and where required, replace the affected pre-chamber in the engine using factory parts.

YOUR RIGHTS FOR THE RECALL: Volvo Trucks North America, Inc. offers you to immediately receive a Volvo truck pre-chamber replacement at no charge. To learn more about this recall, please contact your Volvo Truck dealer. To learn the details of this recall, please visit the Volvo Trucks website at www.volvotrucks.com.

PRE-NOTIFICATION: If you have previously paid for repairs to resolve engine pre-chamber issues, you may be eligible for a refund or reimbursement of those repairs. Contact your Volvo Truck dealer for more information regarding your rights as a Volvo Truck owner. Details of this recall are available in the attached "Owner's Notification" at the address identified in this notice.

NOTICE REGARDING LEASED VEHICLES:

If you are a Lessee of a vehicle 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 notice, the date you send this notice, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that Lessee. For purposes of this Notice, the term Lessee means a person or entity that is the owner, as reflected on the vehicle's title, of any type of motor vehicle (as defined in 49 CFR Section 371.4), on 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, by one or more of the leased motor vehicles.

OWNER RECALL RESPONSE CARD:

The enclosed "Owner Recall Response Card" identifies your vehicle. Possession of this card, in any authorized Volvo Trucks 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 stamping and signing the orange postcard and returning it to Volvo Trucks North America, Inc. so we can update our records.

ASSISTANCE:

If your vehicle has not been recalled within a reasonable time after following it to the dealer on the agreed upon date, please contact:

Volvo Trucks North America, Inc.
 Recall Department
 P.O. Box 24815
 Dearborn, MI 48124-0815

or call our toll-free number 1-800-426-4264. You may also write a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Duane Street, N.W., Washington, DC 20591 or call the toll-free Auto Safety Hot Line at 1-888-327-4234.

We hope this information will assist you, but hope you will share in our concern for your safety and satisfaction with your vehicle.

Sincerely,
 Volvo Trucks North America, Inc.

VOLVO

**SAFETY
RECALL
BULLETIN**