

VOLVO

SERVICE NEWS

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
Dealer Part Managers

Date: April 8, 2005

From: Tim LaFon, Regulatory Compliance Administrator

Subject: New Safety Bulletin

A new Safety Recall Bulletin has been posted on the Trucks Dealer for RVXX0406. In the Trucks Dealer Portal select "Service", "Volvo", "Publications", and "Recall Bulletins" to access the bulletin. The title of the bulletin is "Windshield Wiper Motor Recall Phase 2 & 3 information and the posted date is 4/8/2005. This bulletin supercedes all previously distributed bulletins. The dealers should discontinue use of all previous bulletins for RVXX0406 and should start using the new bulletin immediately.

Pay special attention to the "claims for credit" section on page 4, which has been revised to include how to get credit for replacement of the wiper motor in the event that the connector plate is either burnt or melted or in the event that the motor does not work after installing the new connector plate.

Note: The remainder of the vehicles requiring the recall (Phase 3) will be flagged in the vehicle inquiry screen against the vehicle VIN numbers on April 22nd. The owner letters for these vehicles will be mailed out on April 18th. **The repair procedures are the same for both Phase 2 and Phase 3.**

If you have any questions, please call the Regulatory Compliance Department at (336) 393-2233 or your Warranty Administrator.

SAFETY RECALL BULLETIN

ATTENTION: SERVICE MANAGERS
PARTS MANAGERS

REVISION, APRIL 2005: Added additional information to the "Claims for Credit" section.

SUBJECT: Windshield Wiper Motor Overheating, PHASE 2&3 RECALL NOTICE.

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.

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

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).

VEHICLES AFFECTED:

VN and VHD model vehicles manufactured by Volvo Trucks North America, Inc. between July 1, 2000, and June 18, 2004. There are fifty six thousand, one hundred and fifty-four (56,154) vehicles affected by this recall.

IMPORTANT NOTE: This recall will be administered in three phases:

- ~~• PHASE 1 - inspection of all vehicles for signs of overheating windshield wiper motor connectors by the owner of the vehicle. This phase will address any vehicles with physical evidence of overheating, such as a melted connector. The owner notice will instruct the owner to contact the nearest dealer if the connector is melted. If the connector shows signs of overheating, the repair will involve replacement of the wiper motor.~~

CURRENT PHASE	<ul style="list-style-type: none">• PHASE 2 - Replacement of wiper motor connector plate on vehicles domiciled in states and provinces that use large quantities of road salt. Approximately 30,000 vehicles.• PHASE 3 – Replacement of the wiper motor connector plate on the remainder of the vehicles.
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**SAFETY
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BULLETIN**

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REPAIR:

The recall repair will consist of replacing the wiper motor connector plate.

TIME ALLOWANCE:

- | | |
|-------------------------------------|---------------------------------|
| Inspection: | - Not required for this recall. |
| Repair (includes take charge time): | - 0.5 hours per vehicle |

RECALL PARTS:

Recall Kit number: 20724391.

The Recall Kit consists of a connector plate, a gasket, and six (6) torx screws.

One part is required per vehicle.

KIT ORDERING PROCEDURES:

Kits for this recall should be ordered through Volvo Trucks North America, Inc. Dealer Communication System. The following information is required to place an order:

1. Your dealer account number, and
2. Recall kit number.

NOTE IMPORTANT CHANGE:

Kits should be ordered CLASS THREE(3)! On class three orders, Volvo Trucks North America pays for all shipping costs; therefore, Dealer Claims MUST NOT include shipping costs.

In the event where a dealer does not have a recall kit in stock and has a vehicle that requires the recall, the dealer should order the recall kit CLASS ONE (1) to ensure the quickest possible delivery. Since dealers are responsible for the shipping cost on class one orders, **the dealer should include the expense of shipping in the claim.**

The cost of the kit plus 30% dealer mark-up will have to be claimed according to the guidelines identified under the heading "*Claims for Credit*".



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DEALER INVENTORY:

Wiper motor part number 20707508 supercedes 1619034. Dealers are **strongly urged** to discontinue distribution of part number 1619034.

Part number 1619034 can be remedied using the same repair instructions and materials outlined in this bulletin. Volvo Trucks North America recommends the dealer to rework all parts (1619034) in the dealer’s possession. After the repair is complete, repaired parts should be reclassified as part number 20707508 and be returned to the dealer’s inventory.

Reimbursement for expenses associated with the repair of dealer inventory will be addressed upon the dealer submitting a claim with the following coding information:

- Type: - P
- Authorization Number: - **RVXX0406-PT**
- VIN Number: - Type in the word “part”
- Repair Order Number: - Type in the current date
- Reason Code: - 02
- Modify Code: - 2
- Parts Code: - 1
- Date Fitted: - Date the inventory was removed from inventory for repair.
- Claim Amount: - Repair must be claimed as an outside expense. Example,

Parts	Qty	Amount
* Allowance	#	\$27.10

Fill in the expense description as *allowance, the quantity as the total number of wiper motors repaired, and the price as \$27.10 (**33.88 for Canada**) (Note: the labor and material costs are included in the \$27.10).

IMPORTANT NOTE:

The Dealer must retain all records and documentation regarding inventory. Volvo Trucks North America reserves the right to audit the records for validity. In the case were Volvo Trucks North America wishes to exercise this right, the Dealer will have to provide proof of inventory showing receipts of purchases and inventory sheets showing the number of affected parts in the dealer’s inventory.

REMOVED PARTS:

Removed parts should be scrapped.

CLAIMS FOR CREDIT:

Expenses associated with the performance of this recall will be reimbursed based on the guidelines identified in this bulletin, and section 10-7-4-9 of the Service Operations Manual and chapter 20 of the Parts Operations Manual.

CLAIM CODING INFORMATION:

Type: - P
Authorization Number: - RVXX0406
Inspection: - No inspection.
Repair (includes take charge time): - 36319-0-02 (0.5 hour per vehicle)

IMPORTANT NOTE:

- Claims for a recall repair must be submitted within 2 working days from the repair date.
- In the event the dealer finds a burnt or melted connector plate (OR IF the wiper motor does not work properly after installing the connector plate), the dealer will need to replace the wiper motor. In order to get paid for replacement of the motor or freight on the RVXX0406 claim the following steps must be taken by the dealer:
 - 1) Enter an e-Service case (Attach pictures of the melted or burnt connector, or of the motor that no longer operates)
 - e-Service case type = Warranty
 - Function Group = 3631
 - All claims must reflect the authorization number (RVXX0406) and will be processed for payment upon receipt of failed material at TMAC in Pulaski VA.
 - 2) Enter the claim using RVXX0406 as the auth. number and claim the parts used in the repair (wiper motor).
 - 3) After claim entry, dealer must send a claim text to ask for replacing the wiper motor. This will flag the claim to a processor instead of short paying by being auto-processed.
 - 4) If the dealer had to order the part VOR and has a freight charge, again they will need to enter the freight charge on the claim per the freight guidelines and send a text message to ask for freight to be paid. This will flag the claim to the processor.



OWNER RECALL RESPONSE LETTER:

The "Owner Recall Response Letter" 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 recall response letter 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 letter as a way to inform Volvo Trucks North America, Inc. that the vehicle has been inspected or modified. Your DCS claim on line is the appropriate means of informing Volvo Trucks North America, Inc. that the vehicle has been inspected or modified.

DEALER RECALL RESPONSIBILITY:

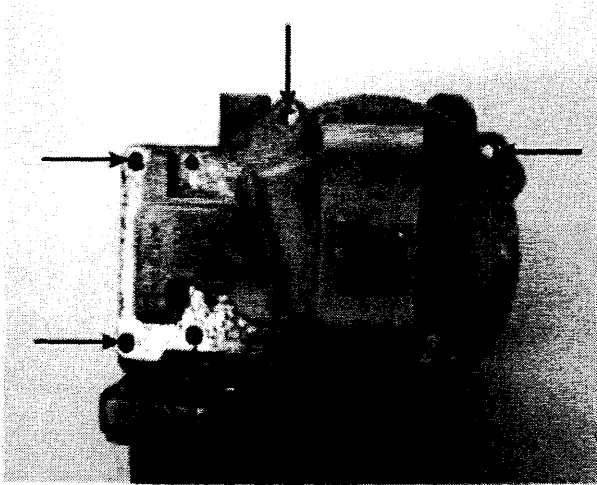
Dealers are to perform the recall on all vehicles subject to the recall at no charge to the owner regardless of mileage, age of vehicle, or ownership from this time forward. Whenever a vehicle subject to this recall is taken into or is in your vehicle inventory or dealership for service, we strongly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

IMPORTANT NOTICE:

Please note that the National Traffic and Motor Vehicle Safety Act requires that the owner's vehicle(s) be corrected at no charge and 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-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.

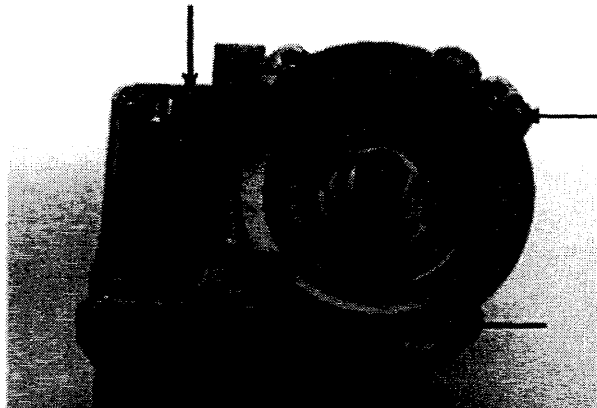
Repair Instruction

1. Cycle the windshield wiper to the park position.
2. With the ignition switch in the OFF position disconnect the wiper motor harness.
3. Remove the six (6) T20 Torx screws securing the cover plate.



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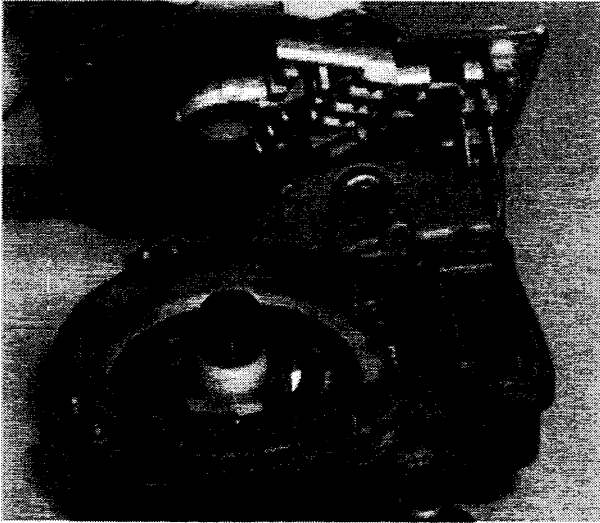
4. Remove the cover plate and gasket from the wiper motor housing.
5. Place the new gasket on the wiper motor housing aligning it with the three (3) locating pins.



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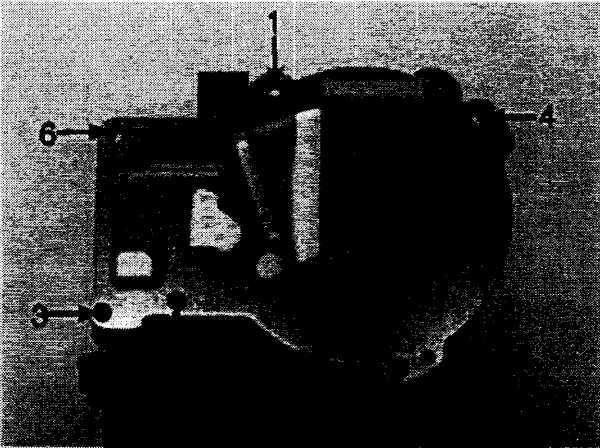
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6. Center the cover plate over the output shaft and the two (2) electrical terminals. Press firmly to seat the cover plate on the wiper motor housing



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7. Install the six (6) new T20 Torx screw in the sequence shown below. Torque the screws to 3 +/- 0.3 Nm.



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8. Reconnect the wiper motor harness.
9. Check for proper operation of the wiper system in low speed, high speed, and interval mode.