

**SAFETY RECALL RVXX0406 PHASE 2  
FEBRUARY 2005**

## **SAFETY RECALL BULLETIN**

**ATTENTION:** SERVICE MANAGERS  
PARTS MANAGERS

**SUBJECT:** Windshield Wiper Motor Overheating, **PHASE 2 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.

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



**REPAIR:**

The recall repair for phase 2 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*".



**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
- 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.

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

**CLAIM CODING INFORMATION:**

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

**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:**

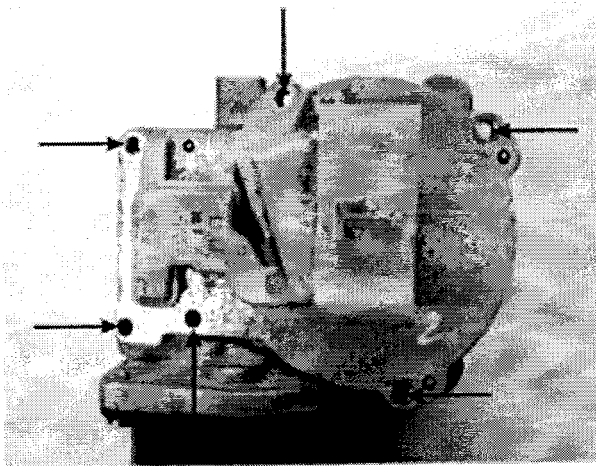
Dealers are to perform the recall on all vehicles subject to the recall at no charge to the owner regardless of mileage, age of vehicle, or ownership from this time forward. Whenever a vehicle subject to this recall is taken into or is in your vehicle inventory or dealership for service, we strongly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

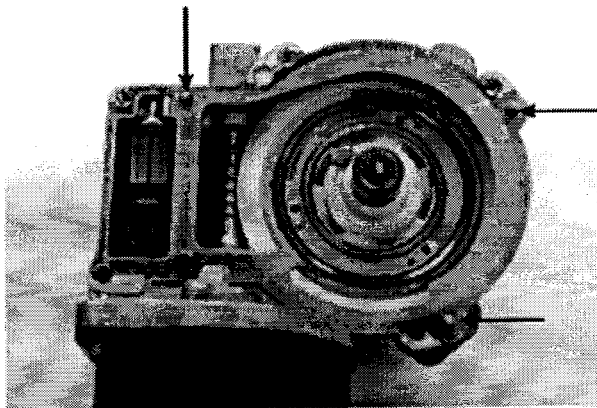
## Repair Instruction

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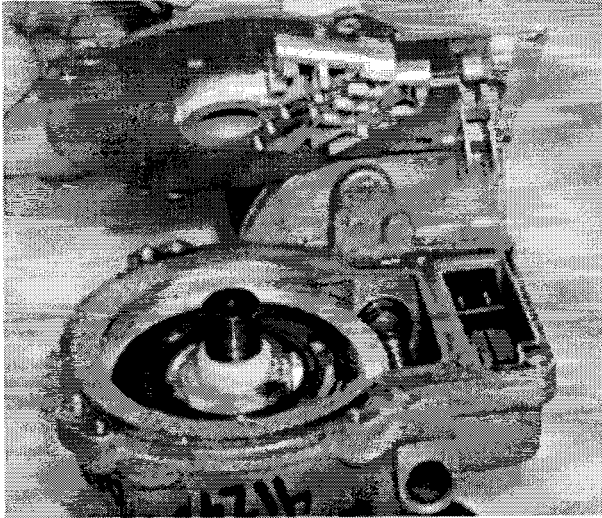
4. Remove the cover plate and gasket from the wiper motor housing.
5. Place the new gasket on the wiper motor housing aligning it with the three (3) locating pins.



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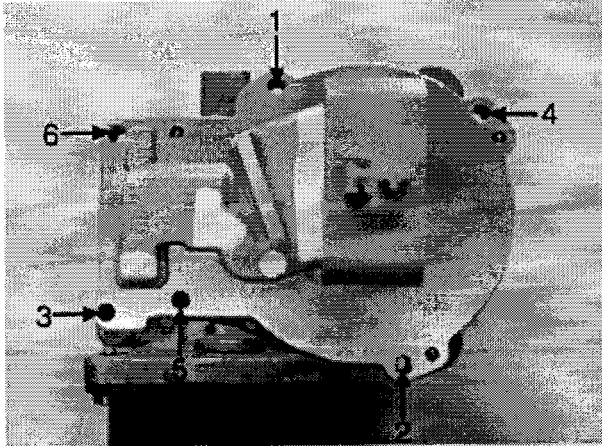
**SAFETY RECALL RVXX0406 PHASE 2  
FEBRUARY 2005**

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



W3006640

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



W3006641

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

## SAFETY RECALL RVXX0406 PHASE 2 FEBRUARY 2005

### Sample Owner Letter:

## SAFETY RECALL NOTICE **VOLVO**

SAFETY RECALL RVXX0406 PHASE 2  
FEBRUARY 2005

Dear Volvo Truck Owner:

This notice is a recall notice issued in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicle Safety Act.

This notice applies to the Volvo Trucks North America, Inc. (Volvo Trucks) 2004 and 2005 Volvo Trucks (VINs) and 2004 and 2005 Volvo Trucks (VINs) manufactured between July 1, 2004 and July 31, 2005.

**SAFETY DEFECT:** The engine air intake system may be susceptible to rust, which may lead to a restriction in the air intake system.

**POTENTIAL RISK:** If a restriction occurs in the air intake system, it may lead to an engine stall, which could result in a loss of vehicle control. This is most likely to occur when the vehicle is operating in a hilly or mountainous area.

**THE MANUFACTURER'S ACTION:** Volvo Trucks North America, Inc. is providing a free inspection and repair of the engine air intake system. The inspection will determine if the engine air intake system is susceptible to rust. If it is, the engine air intake system will be replaced.

**WHAT TO DO:** If you are a Volvo Truck Owner, please contact your Volvo Trucks North America, Inc. dealer for a return appointment to have your truck inspected and repaired. Please see your Volvo Trucks dealer for more information. If you do not have a Volvo Trucks dealer, please contact Volvo Trucks North America, Inc. at 1-800-4-A-VOLVO for more information. The inspection and repair is free of charge. Please see your Volvo Trucks dealer for more information.

**REPAIR:** A Volvo Truck dealer will replace the engine air intake system as required. The inspection and repair is free of charge. Please see your Volvo Trucks dealer for more information.

**THE NOTIFICATION TO YOU:** If you have previously had an inspection of the engine air intake system, please see your Volvo Trucks dealer for more information. If you have not had an inspection, please see your Volvo Trucks dealer for more information. The inspection and repair is free of charge. Please see your Volvo Trucks dealer for more information.

### NOTICE REGARDING LESSER VEHICLES:

If you are a owner of a vehicle subject to this notice, you have an obligation under Federal Law to provide a copy of this notice to all lesser vehicles within 10 days of your receipt of this notice. You may want to make a record of the date you provide the lesser vehicle owner with a copy of this letter. For this purpose, the letter, and the Vehicle Identification Number(s) of the vehicles that you have listed to this notice, for purposes of this notice, the Volvo Trucks recall information only that is the owner, as reflected on the vehicle's title, of any lesser vehicle(s) subject to this notice as defined in 49 CFR Section 377.41, is not a lesser vehicle(s) for the purpose of this notice. For more information, please see the recall notice at [www.volvotrucksna.com](http://www.volvotrucksna.com).

### OWNER RECALL RESPONSE LETTER:

The enclosed Volvo Recall Response Letter is a form that you can use to provide information to Volvo Trucks North America, Inc. regarding your vehicle. Please complete and return the enclosed Volvo Recall Response Letter to Volvo Trucks North America, Inc., 100 Volvo Parkway, Kenilworth, NJ 07033. Please see your Volvo Trucks dealer for more information.

### ASSISTANCE COMPLAINTS:

If you have any questions or complaints regarding this recall, please contact Volvo Trucks North America, Inc. at 1-800-4-A-VOLVO. Please see your Volvo Trucks dealer for more information.

### SALES OFFICES:

For more information, please contact your Volvo Trucks North America, Inc. dealer. If you do not have a Volvo Trucks dealer, please contact Volvo Trucks North America, Inc. at 1-800-4-A-VOLVO. Please see your Volvo Trucks dealer for more information.

### FOR CANADIAN OWNERS:

You may also wish to contact Transport Canada, Road & Motor Vehicle Safety Division, 2700 Sheppard Road, Scarborough, ON M1S 4V6.

### FOR ADDITIONAL INFORMATION:

For additional information, please contact your Volvo Trucks North America, Inc. dealer. If you do not have a Volvo Trucks dealer, please contact Volvo Trucks North America, Inc. at 1-800-4-A-VOLVO. Please see your Volvo Trucks dealer for more information.

### Sincerely, Volvo Trucks North America, Inc.

04V-457



**SAFETY  
RECALL  
BULLETIN**

**SAFETY RECALL RVXX0406 PHASE 2  
MARCH 2005**

# SAFETY RECALL BULLETIN

**ATTENTION:** SERVICE MANAGERS  
PARTS MANAGERS

**REVISION, MARCH 2005:** The authorization number for inventory changed to "RVXX0406-PT.

**SUBJECT:** Windshield Wiper Motor Overheating, **PHASE 2 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"> <li>• <b>PHASE 2 -</b> Replacement of wiper motor connector plate on vehicles domiciled in states and provinces that use large quantities of road salt. Approximately 30,000 vehicles.</li> </ul>
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- **PHASE 3 –** Replacement of the wiper motor connector plate on the remainder of the vehicles.



**REPAIR:**

The recall repair for phase 2 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*".



**SAFETY RECALL RVXX0406 PHASE 2  
MARCH 2005**

**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.

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- 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
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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).

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**REMOVED PARTS:**

Removed parts should be scrapped.



**CLAIMS FOR CREDIT:**

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

**CLAIM CODING INFORMATION:**

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

**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:**

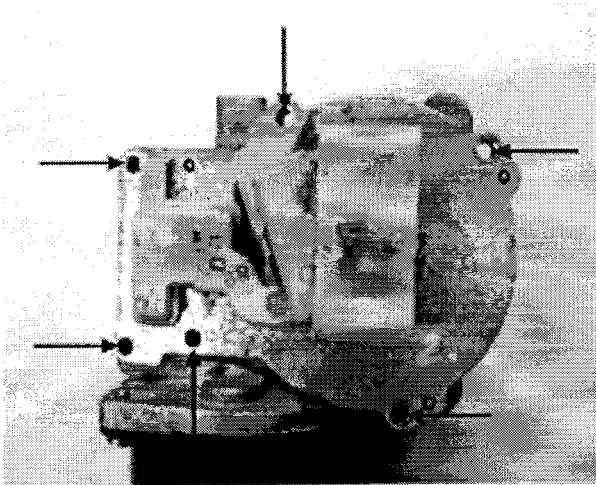
Dealers are to perform the recall on all vehicles subject to the recall at no charge to the owner regardless of mileage, age of vehicle, or ownership from this time forward. Whenever a vehicle subject to this recall is taken into or is in your vehicle inventory or dealership for service, we strongly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

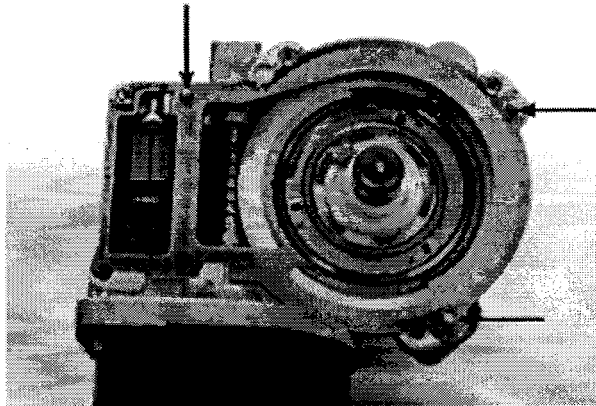
## Repair Instruction

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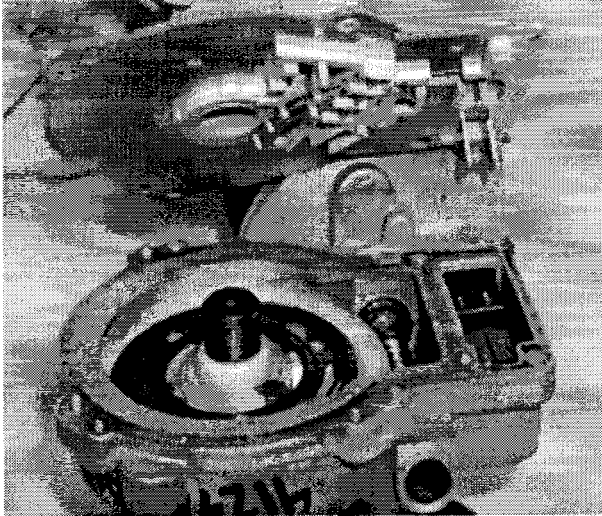
4. Remove the cover plate and gasket from the wiper motor housing.
5. Place the new gasket on the wiper motor housing aligning it with the three (3) locating pins.



W3006639

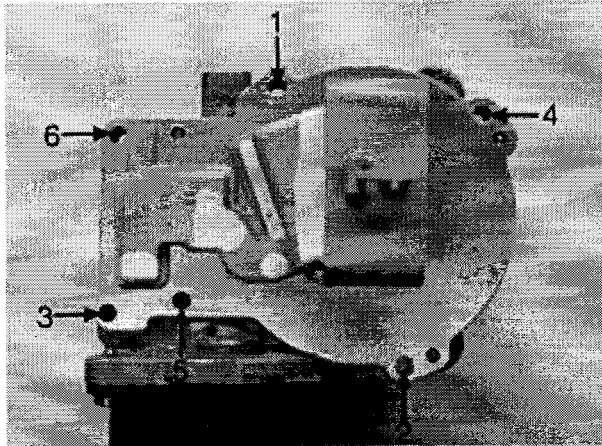
**SAFETY RECALL RVXX0406 PHASE 2  
MARCH 2005**

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



W3006640

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



W3006641

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

## SAFETY RECALL RVXX0406 PHASE 2 MARCH 2005

### Sample Owner Letter:



SAFETY RECALL RVXX0406 PHASE 2  
FEBRUARY 2005

Dear Volvo Truck Owner:

This notice is 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 to recall the vehicles listed below, which were manufactured between July 1, 2004 and July 31, 2004.

**SAFETY ISSUE:** The wind deflector upper support may be incorrectly installed, which could result in the deflector not being properly secured.

**POTENTIAL RISK:** If a defect in the upper support is present, the deflector could become loose and fall off the vehicle, which could result in injury to other road users.

**FREE OF CHARGE SERVICE:** Volvo Trucks North America, Inc. is offering a free of charge service to inspect and, if necessary, replace the upper support on the affected vehicles. You should inspect and, if necessary, replace the upper support on the affected vehicles, particularly before the start of the winter season.

**HOW TO CONTACT:** Volvo Trucks North America, Inc. is offering you to establish contact with your Volvo Trucks Dealer for a recall appointment to have your vehicle inspected. Please contact your Volvo Trucks Dealer for details on this recall. If you have any questions, please contact Volvo Trucks North America, Inc. at 1-800-4-A-VOLVO.

**REPAIR:** A Volvo Trucks Dealer will replace the upper support on the affected vehicles free of charge. The labor time required to repair your vehicle is approximately 30 minutes.

**THE NOTIFICATION NUMBERS:** If you have any questions regarding the requirements of the notification numbers, please refer to the particular laws, regulations or standards in force in your country. For more information, please refer to the "General Information on the Requirements" provided in this notice.

#### NOTICE REGARDING LEASED VEHICLES:

If you own or lease a vehicle affected by 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 includes the date(s) you have read a copy of this notice, the date you sent this letter, and the vehicle identification number(s) of the vehicle(s) that you have turned to that owner. For purposes of this Notice, the vehicle identification number(s) that is the correct one is located on the vehicle's title, if any, the owner's record card(s) as defined in 49 CFR Section 577.41, and/or the identification by the manufacturer of the vehicle. If you are a dealer or non-dealer service center for Volvo Trucks, you should also ensure in case of the leased motor vehicles.

#### OWNER RECALL RESPONSE LETTER:

The enclosed Sample Recall Response Letter is provided as a guide. Please contact your Volvo Trucks Dealer for more information. You should fill out the letter as completely as possible. If you are unable to fill out the letter, please contact your Volvo Trucks Dealer for assistance. The enclosed Sample Recall Response Letter is provided as a guide.

#### ASSISTANCE COMPLAINTS:

If you have any questions regarding this recall, please contact your Volvo Trucks Dealer. If you have any complaints, please contact your Volvo Trucks Dealer. If you have any complaints, please contact your Volvo Trucks Dealer.

#### FOR THE U.S.:

If you have any complaints to the Administration of the National Highway Traffic Safety Administration, please contact the National Highway Traffic Safety Administration, 1200 Greenway Drive, Washington, DC 20591 or call the toll-free number 1-800-4-A-VOLVO. If you believe that Volvo Trucks North America, Inc. has not taken the necessary steps to remedy the vehicle within 90 days of the recall, please contact us to obtain copies of the relevant laws that pertain to this recall.

#### FOR CANADIAN OWNERS:

If you have any complaints to Transport Canada, Road & Motor Vehicle Safety Branch, 2700 Sheppard Road, Ottawa, Ontario K1A 0H6.

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

Sincerely,  
Volvo Trucks North America, Inc.

Volvo Trucks North America, Inc.  
1200 Greenway Drive  
Warren, MI 48090-1699  
© 2005 Volvo Trucks North America, Inc.