

SAFETY RECALL NOTICE

VOLVO

SAFETY RECALL RVXX0406
SECOND NOTICE SEPT. 2005

Dear Volvo Truck Owner:

Our records show that you have not had your vehicle repaired. This is a follow-up notice to remind you of the importance of having your vehicle corrected by making an appointment with an authorized Volvo Truck Dealer. Presented below is the information that was sent out in the original owner notice. Parts are available to repair your vehicle and this repair will be done free of charge for you.

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.

Copy of information included in original owner notice:

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

RECEIVED
NVS-215
2005 OCT -11 A 8:59
OFFICE OF
DEFECTS INVESTIGATION

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 CARD: The enclosed "Notice of Vehicle Recall" identifies your vehicle. If you no longer own the vehicle, please help us update our records by completing the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

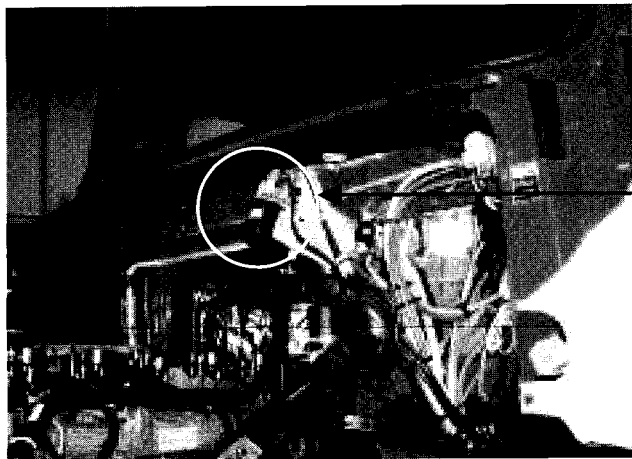
ASSISTANCE/ COMPLAINTS: If your vehicle has not been repaired within a reasonable time after delivering it to a Volvo Parts and Service Center, please contact:

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

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 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov> if you believe that Volvo Trucks North America 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.

INSPECTION:

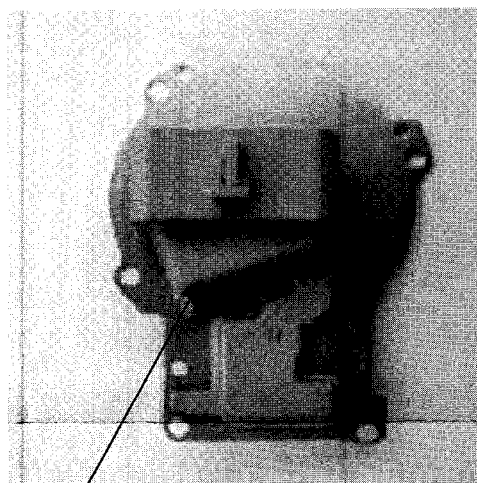
The windshield wiper motor is located under the hood on the upper bulkhead on the driver's side of the vehicle. The following image shows the location of the wiper motor:



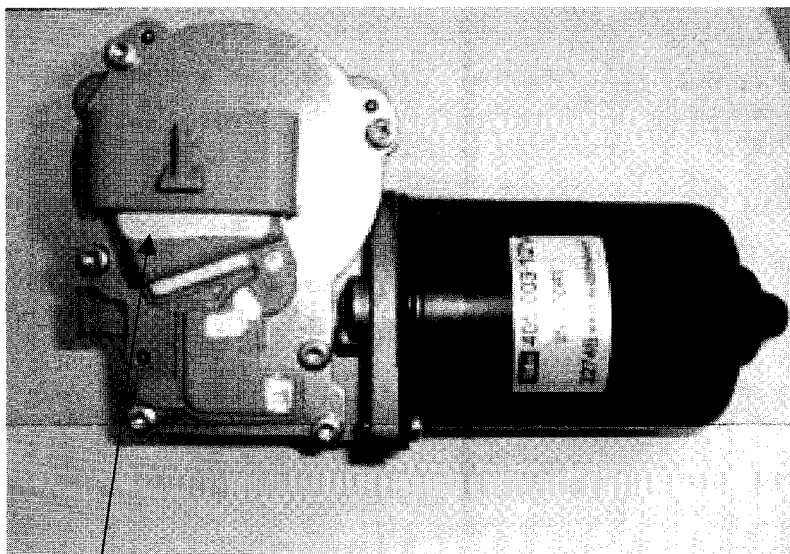
wiper motor



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



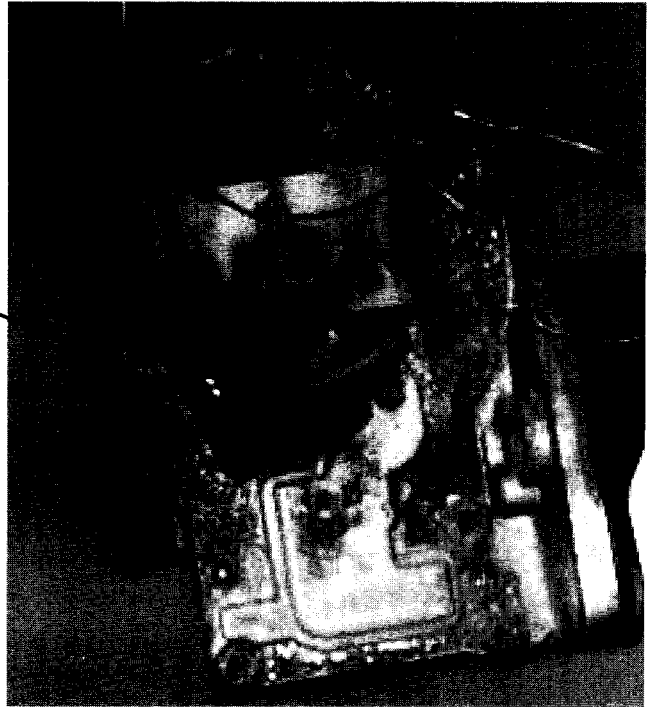
Connector (depicts before recall)



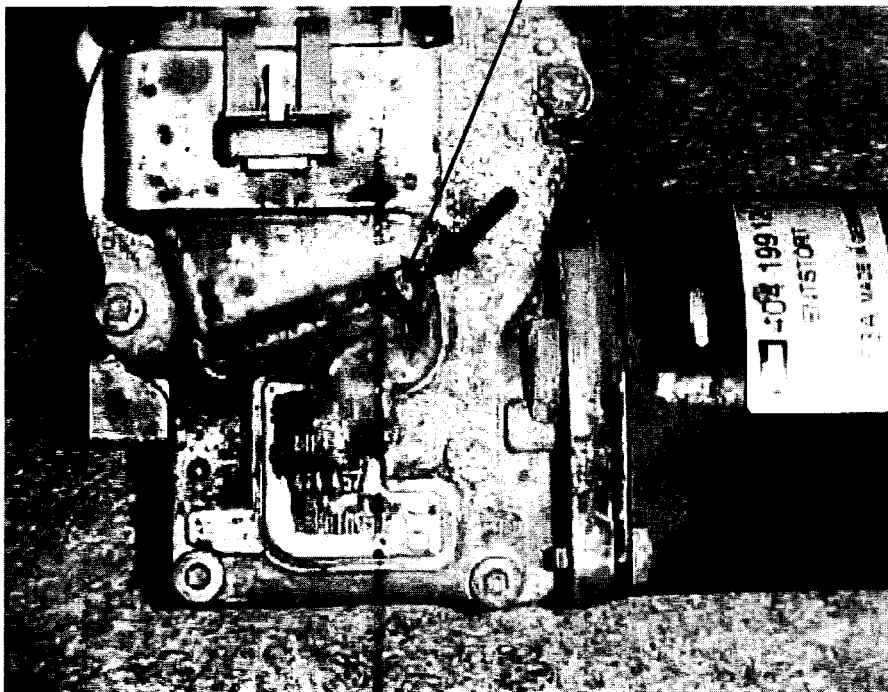
Connector (depicts recall solution)

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)



General Plan for Reimbursement of Pre-Notification Remedies

Volvo Trucks North America Inc. will administer this plan through its Corporate Regulatory Compliance Department.

The provisions of this plan set forth the procedures to be followed for reimbursing owners (claimants) for the costs associated with repairs performed prior to notification of a recall, to remedy safety defects and non-compliances.

Required Information:

If the claimant's Volvo vehicle is affected by a recall campaign and the claimant had the problem corrected at their own expense prior to receiving notification of the recall, Volvo Trucks North America will reimburse the claimant by check for the reasonable amount paid for the appropriate pre-remedy repairs (i.e. the cost of parts, labor, taxes and disposal fees) in accordance with the provisions set forth in this document. In order to process each claim, the claimant **MUST** submit the following documentation to support the request to the Regulatory Compliance Department as specified in the section titled "*Contact Information*":

- Claimant's name, mailing address, and telephone number; and,
- The recall number, title, and description; and,
- The complete 17 digit Vehicle Identification Number (V.I.N.); and,
- A notarized statement by the claimant that the pre-notification repair addressed the defect specified in the owner notification letter; and,
- A copy of the repair invoice or receipt for the repairs.
 - The invoice / receipt must provide the VIN, total amount paid (i.e. total amount of reimbursement requested by the claimant), and include a breakdown of the parts, labor, and other costs.

Limitation of Claims

Volvo Trucks North America will consider all claims, but may deny all or part of the claim for any of the following reasons:

- The vehicle was not part of the recall;
- The repairs were performed more than one (1) year prior to the date, that Volvo Trucks North America notified the National Highway Traffic Safety Administration or Transport Canada, that a safety related defect or non-compliance exists;
- The repairs were performed more than 10 calendar days after the last mailing of the initial customer notification letter, pertaining to the recall;
- The vehicle was still covered by warranty or extended warranty on the date of repair which would have provided a free repair;
- If the receipt / invoice is not itemized by parts & labor;
- If the repair did not address the safety defect or non-compliance that led to the recall;
- If the repair was not reasonably necessary to correct the safety defect or non-compliance that led to the recall;
- If the claim is fraudulent;
- If the repair was not of the same type (repair, replacement, and refund) as the recall remedy;
- If adequate documentation as described above is not submitted to the appropriate address specified in this plan in the section titled "*Contact Information*".

Contact Information

Submit copies of all documentation supporting your claim to:

Volvo Trucks North America Inc.
Regulatory Compliance Department
Attn: Regulatory Compliance Administrator
P.O. Box 26115
Greensboro, NC 27402-6115

Claims will be processed within 60 days of receipt