

# SAFETY RECALL NOTICE

# VOLVO

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OFFICE OF  
DEFECTS INVESTIGATION

**SAFETY RECALL RVXX0601  
FEBRUARY 2006**

**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 has decided that a defect which relates to motor vehicle safety exists in certain Volvo VHD, VNL, and VNM model vehicles manufactured with a Volvo D12 Engine from November 2002 through January 2006. These vehicles may be subject to a safety issue in the event that an Exhaust Gas Recirculation ("EGR") Cooler Pipe becomes damaged or loose.

**SAFETY DEFECT:** The EGR cooler inlet pipes and/or the pipes that connect the EGR valves to the cooler may fail (crack or break).

**SAFETY RISK:** If a pipe fails and is left untreated, the air cleaner and inner fender may be exposed to hot exhaust gases, which could potentially lead to a fire.

**PRECAUTIONS YOU  
CAN TAKE:**

**WARNING!**

In the event that a pipe fails, the driver will hear an increase in exhaust noise, which is discernible from normal engine noise. Owners **must** make driver(s) aware that advance warning in the form of additional noise from under the hood suggests a potential EGR cooler pipe exhaust leak that warrants **immediate inspection** of the pipes. The driver must stop the vehicle immediately in a safe location and inspect the pipes according to the included inspection instructions (see page 3). These instructions must also be used during pre-trip inspections until the recall repair is performed. Failure to take these precautions and to also advise drivers may result in a fire.

**TIME REQUIRED FOR  
THE REPAIR:**

The labor time required to repair your vehicle is approximately thirty minutes.

**WHAT YOU SHOULD  
DO:**

You should contact the nearest Volvo Parts and Service Center and make an appointment. The vehicle will be inspected and a heat shield will be installed at **no charge** to you. All Volvo Parts and Service Centers have been sent a bulletin covering all the details required to perform the safety recall. Volvo Trucks North America **strongly recommends** that you follow the actions stated in the precaution section above until the heat shield is installed. If your vehicle has the aforementioned condition (pipe separated or broken), **you should not operate the vehicle** and should contact the Volvo Action Service Support Center at 1-877-800-4945 for further instructions.

**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 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 you need assistance, please contact:

Volvo Trucks North America  
Regulatory Affairs Department,  
P.O. Box 26115  
Greensboro, NC 27402-6115  
[vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com)

You may also submit complaints to the Administrator of the National Highway Traffic 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>.

**PRE NOTIFICATION  
REMEDIES:**

If you have previously paid for repairs as a result of this 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.

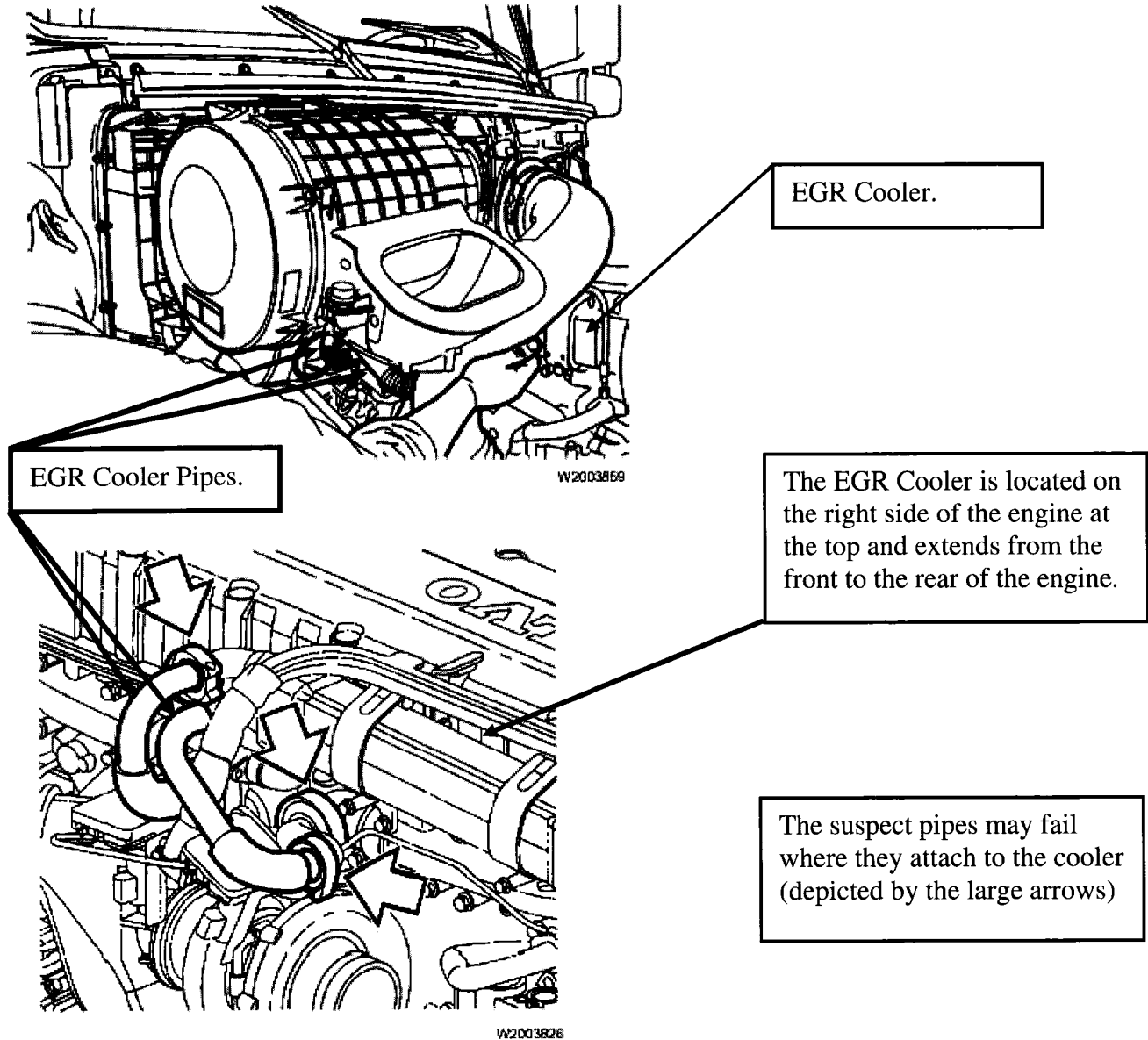
We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to provide our customers with the best possible product.

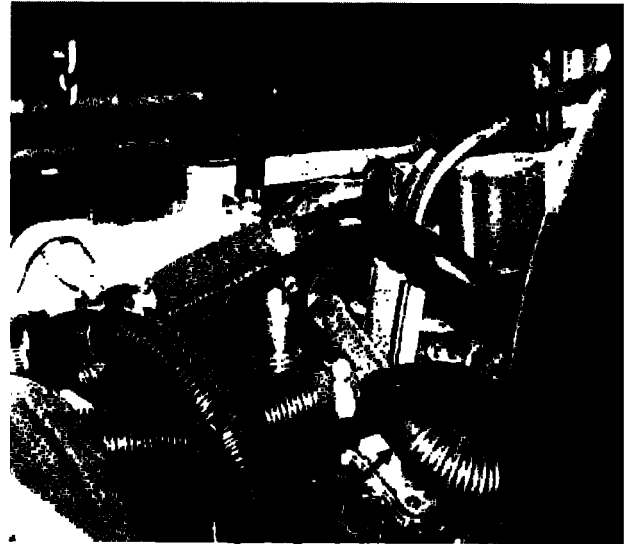
**VOLVO TRUCKS NORTH AMERICA**

## INSPECTION INSTRUCTIONS

### LOCATION:

The EGR Cooler Pipes are located under the hood on the upper right side (passenger side) of the engine and can be seen by looking under the air cleaner at the rear of the engine. The following images/pictures show the EGR Cooler pipes and the inspection locations:





Arrows depict EGR Cooler Pipes

**INSPECTION:**

**WARNING, EXTREMELY HOT!** The EGR System operates at very high temperatures. Unsafe practices such as touching the EGR Cooler pipes before they have cooled can result in serious personal injury.



With the engine OFF **and the pipes cool**, inspect the area around the EGR cooler pipes for signs of cracks or separation of the pipe from the cooler. Sooting could indicate a loose clamp or a crack in an EGR cooler pipe.

If a pipe is cracked or leaking, contact your nearest Volvo Parts and Service Center for repair.

If a **pipe is separated**, **DO NOT OPERATE THE VEHICLE!** Contact the Volvo Action Service Support Center at 1-877-800-4945 for further instructions.

## **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**