

2006 MAR -9 A 11: 20 SAFETY RECALL RVXX0601
FEBRUARY 2006**SAFETY RECALL BULLETIN**

ATTENTION: SERVICE MANAGERS
PARTS MANAGERS

SUBJECT: EGR Cooler Pipes on the Volvo D12D Engine

SAFETY RECALL INFORMATION:

There is the potential for exhaust gas recirculation (EGR) cooler inlet pipes, or the exhaust pipes that connect the EGR valve to the cooler, to crack or break. If these pipes fail and are not repaired, the air cleaner and inner fender may be subject to hot exhaust gases, which could potentially lead to a fire.

VEHICLES AFFECTED:

VNM, VNL, and VHD model vehicles manufactured by Volvo Trucks North America with a Volvo D12D engine from November 2002 through January 2006.

There are 38,648 vehicles (33,051 US; 5,571 Canada; 26 Export) in the suspect population.

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 or the eWarranty Vehicle Details screen. By entering the Vehicle Identification Number into the VEHINQ segment or into the VIN search field in eWarranty, 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 or the eWarranty Vehicle Detail screen before performing the recall to verify that the recall is still open.

REPAIR:

The recall repair will consist of installing a heat shield (recall kit number 20903474) after inspecting the EGR Cooler exhaust inlet pipes (exhaust pipes from the EGR valve to the EGR cooler) for separation and cracks.

IMPORTANT NOTE:

Any repairs to the EGR Cooler and EGR Cooler Exhaust Inlet Pipes as a result of the inspection are to be handled under warranty or extended warranty coverage. If the vehicle is out of warranty, the dealer must submit a separate claim using the claim authorization number provided in the "Claim instruction for vehicles with no coverage available" section on page 3 of this bulletin.



**SAFETY RECALL RVXX0601
FEBRUARY 2006**

TIME ALLOWANCE:

Repair: 0.6 hrs per vehicle (includes take charge time and inspection).

RECALL PARTS:

Recall Kit number: 20903474

The Recall Kit consists of a heat shield, flange screw, and a washer.

One kit is required per vehicle.

PART ORDERING PROCEDURES:

IMPORTANT NOTE:

Parts for this recall **MUST be ordered through Volvo Action Services (VAS) by calling 1-877-800-4945, which will be active on Monday March 6, 2006.** The following information is required to place an order:

1. Your dealer account number (dealer code), and
2. VIN number of the vehicle needing the repair, and
3. Recall Kit number 20903474

NOTE IMPORTANT CHANGE FOR THIS RECALL:

Parts **MUST** be ordered through Volvo Action Services. To order call 1-877-800-4945. Parts will only be sent to Dealers that have vehicles on their premises needing repair; therefore, a valid VIN will be required when ordering parts. This measure is being taken because large recalls typically result in an outflow of more parts to dealers than they actually need, which can result in part shortages. Accordingly, we are asking the dealers to help us by **ONLY** ordering parts for vehicles that they have on their premises. This will ensure that kits are available for delivery when a dealer actually needs the kit.

Since we are asking dealers to restrain from ordering more kits than they need, the recall kits will be sent 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 parts plus 30% dealer mark-up will have to be claimed according to the guidelines identified under the heading "*Claims for Credit*".

DEALER PARTS INVENTORY:

Dealer parts inventory is not affected by this recall.

SAFETY RECALL RVXX0601 FEBRUARY 2006

REMOVED PARTS:

When replacing an EGR cooler or EGR exhaust gas pipe on a vehicle that has no coverage, parts MUST be returned to the Technical Material Analysis Center in Hagerstown.

RETURN IS ONLY REQUIRED WHEN USING THE SPECIAL AUTHORIZATION NUMBER (PW060201) LISTED UNDER THE "CLAIM INSTRUCTION FOR VEHICLES WITH NO COVERAGE AVAILABLE" SECTION ON PAGE 3 OF THIS BULLETIN.

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 (WINS); or, Recall (eWarranty)
Authorization Number: - RVXX0601
Repair (inspect and add heat shield): - 25431-0-02 (0.6 hrs per vehicle)

IMPORTANT NOTE:

- Claims for a recall repair MUST be submitted within 2 working days from the repair date.

CLAIM INSTRUCTION FOR VEHICLES WITH NO COVERAGE:

WHAT'S COVERED: Replacing EGR Coolers and/or EGR Exhaust Gas pipes (pipe that connects the EGR Valve to the EGR Cooler) on vehicles with no coverage available that have cracks or separation.

CLAIM CODING INFORMATION:

Type: - P (WINS); or, Goodwill (eWarranty)
Authorization Number: - PW060201

Labor Codes (with time allowances):

EGR Cooler Replacement: 25408-0-01 (0.9 hrs per vehicle)
EGR Exhaust Gas Pipe (outer pipe): 25411-0-00 (0.3 hrs per vehicle)
EGR Exhaust Gas Pipe (inner/both pipes): 25411-0-01 (0.4 hrs VHD;
0.3 hrs VNM/VNL)



**SAFETY RECALL RVXX0601
FEBRUARY 2006**

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 of changes affecting the ownership of the subject vehicle. The owner recall response 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 that the vehicle has been inspected or modified. Your DCS claim on line is the appropriate means of informing Volvo Trucks North America 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:

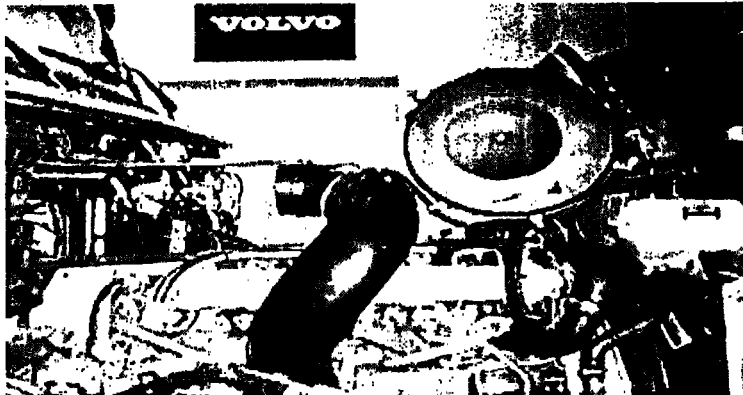
Please note that the National Traffic and Motor Vehicle Safety Act requires that the owner's vehicle(s) be corrected at no charge and within a reasonable time after parts are available to you. The law states that failure to repair a vehicle within sixty (60) days after tender for repair shall be a prima 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.

SAFETY RECALL RVXX0601
FEBRUARY 2006

Repair Instructions:

You must read and understand the precautions and guidelines in Service Information, group 20, "General Safety Practices, Engine" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

1.



W2005433

Remove the air cleaner and set it aside.

Note: It is not necessary to disconnect the air filter restriction indicator.

2.



W2005434

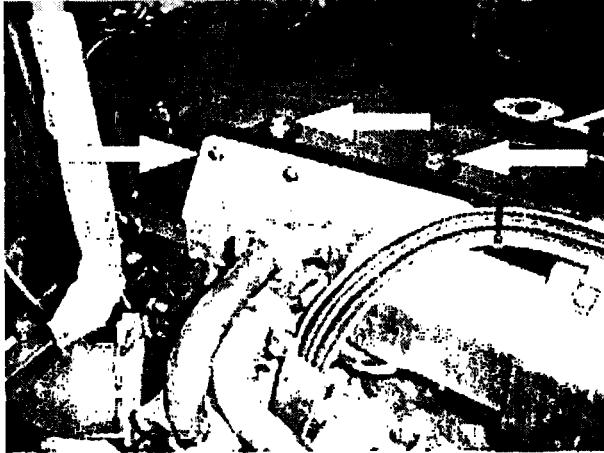
With the engine OFF and the pipes cool, inspect the area around the EGR cooler pipes for signs of cracks or separation of the pipe from the cooler. Soot could indicate a loose clamp or a fracture in the EGR cooler flange weld or pipe. Also, additional noise above normal engine noise suggests a potential exhaust leak.

If a cracked or separated pipe is found, replace the failed component as outlined in the applicable Service Manual and file a Warranty claim (or a claim according to the "Claim Instruction for Vehicles with no Coverage" section on page 3 of this bulletin) if applicable.

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.

**SAFETY RECALL RVXX0601
FEBRUARY 2006**

3.



W2005435

Remove the two upper nuts and the rear screw from the existing EGR cooler heat shield.

4.

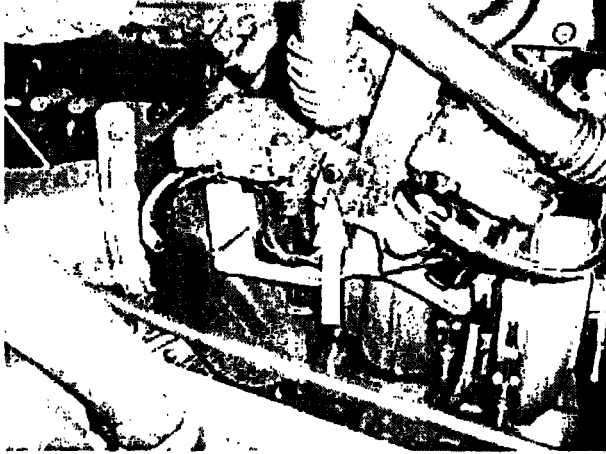


W2005436

Loosen the lower center screw in the existing EGR cooler heat shield.

**SAFETY RECALL RVXX0601
FEBRUARY 2006**

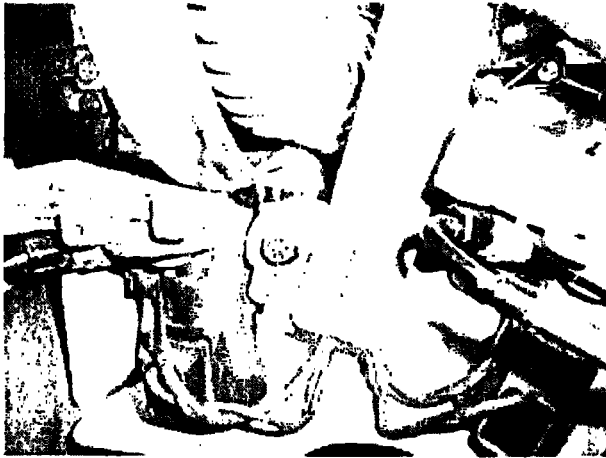
5.



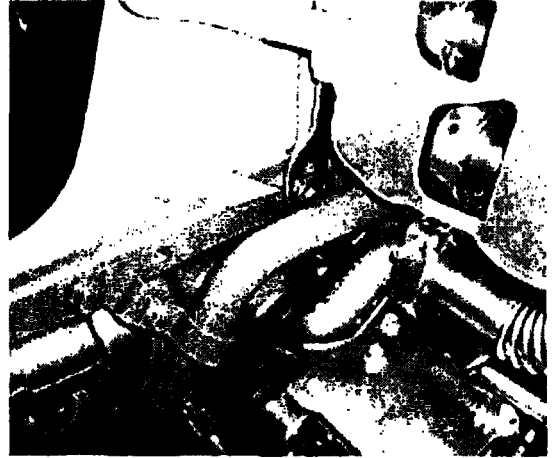
W2005437

Loosen the screw securing the EGR valve cable guide to the valves.

6.



w2005438

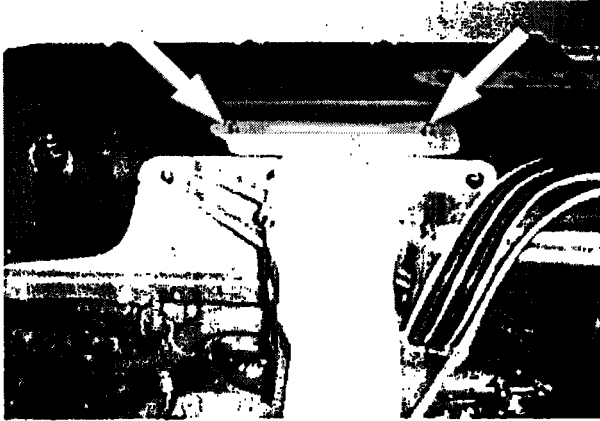


W2005439

Slip the forked slots behind the front bolt, then the rear bolt.

SAFETY RECALL RVXX0601
FEBRUARY 2006

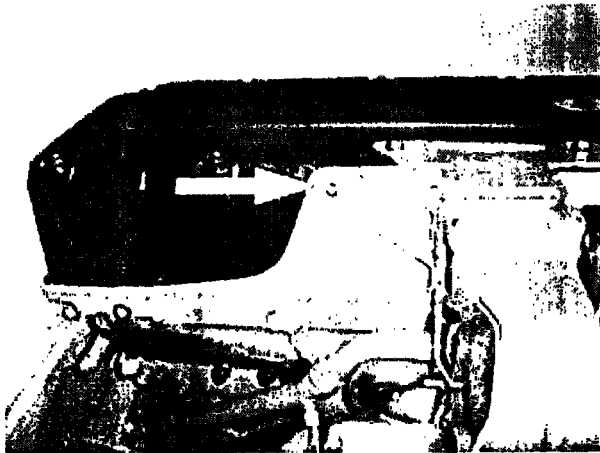
7.



W2005440

Push the heat shield down over the stud on the rocker cover.
Reinstall the flange lock nuts on the rocker cover studs.
Torque the flange nuts to 24 ± 4 Nm (18 ± 3 ft-lb).

8.



W2005441

Install the new flange screw and washer in the rear hole of the heat shield.
Torque the flange screw to 24 ± 4 Nm (18 ± 3 ft-lb).

9. Tighten the two remaining screws securing the heat shield.

Torque the M8 screw to 24 ± 4 Nm (18 ± 3 ft-lb).

Torque the M10 screw to 48 ± 8 Nm (35 ± 6 ft-lb).

10. Reinstall the air cleaner and intake pipe.

Torque the flange screws to 48 ± 8 Nm (35 ± 6 ft-lb).

Torque the band clamp to 9 ± 2 Nm (6.65 ± 1.5 ft-lb).



Date: February 28, 2006

Subject: Safety Recall RVXX0601, EGR Cooler Pipes on the D12D Engine
Parts are available, Owner release to occur on March 3rd

Dear Volvo Dealer:

An owner notification letter (available on the Trucks Dealer Portal) will be sent on March 3rd to owners of vehicles requiring the safety recall to **inform the owners that parts are available to repair vehicles and to communicate precautions that can be taken until their vehicle is repaired.** The precautions are:

1. Additional noise above normal engine noise suggests a potential exhaust leak and therefore warrants immediate inspection. If the EGR Exhaust Gas Pipes (pipes connecting the EGR Valve to the EGR Cooler) or EGR Cooler Exhaust Inlet Pipes are ruptured, the vehicle is NOT to be operated until the engine is repaired.
2. As part of the pre-trip inspection, the driver is to inspect the EGR cooler and EGR exhaust gas pipes for signs of cracks or separation (rupture). If a pipe is cracked or leaking, the driver is to have the engine repaired at the nearest Volvo Parts and Service Center. A vehicle with a ruptured pipe is NOT to be operated until the engine is repaired.

A Customer Support dedicated phone number, (877) 800-4945, has been established to assist customers and dealers. **The Customer Support Number will be active on Monday, March 6.**

The Repair Instructions and Complete VIN list will be available on the Trucks Dealer Portal on March 1st. Additionally, Dealers that have affected inventory or have sold vehicles affected by the recall will be receiving a dealer package by certified mail that contains a paper copy of the owner letter, repair instructions, and a list of the vehicles that they have sold.

The most important aspect of this recall to note is that **parts MUST be ordered through the customer support dedicated number, 1-877-800-4945.** Parts will only be sent to Dealers that have vehicles on their premises needing repair; therefore, a valid VIN will be required when ordering parts. This measure is being taken because large recalls typically result in an outflow of more parts to dealers than they actually need, which can result in part shortages. Accordingly, we are asking the dealers to help us by ONLY ordering parts for vehicles that they have on their premises. This will ensure that repair kits are available for delivery when a dealer actually needs the kit.

The recall repair will consist of installing a heat shield (kit number 20903474) after inspecting the EGR Cooler exhaust gas inlet pipes for separation and cracks. Any repairs to the EGR Cooler and EGR Cooler Exhaust Inlet Pipes as a result of the inspection are to be handled under warranty or extended warranty coverage. If the vehicle is out of warranty, the dealer must submit a separate claim using the claim authorization number provided in the "Claim instruction for vehicles with no coverage available" section on page 3 of the Safety Recall Bulletin (see recall repair instructions on Trucks Dealer Portal).

Any questions should be forwarded to the Regulatory Affairs Group at vtna.regulatoryaffairs@volvo.com.

Sincerely,
Volvo Trucks North America

**** Vehicles currently being produced at the manufacturing facility have the heat shield and therefore would not be subject to the recall. The dealer can verify whether a vehicle in inventory requires the repair by accessing the complete VIN list on the Trucks Dealer Portal.**

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

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.

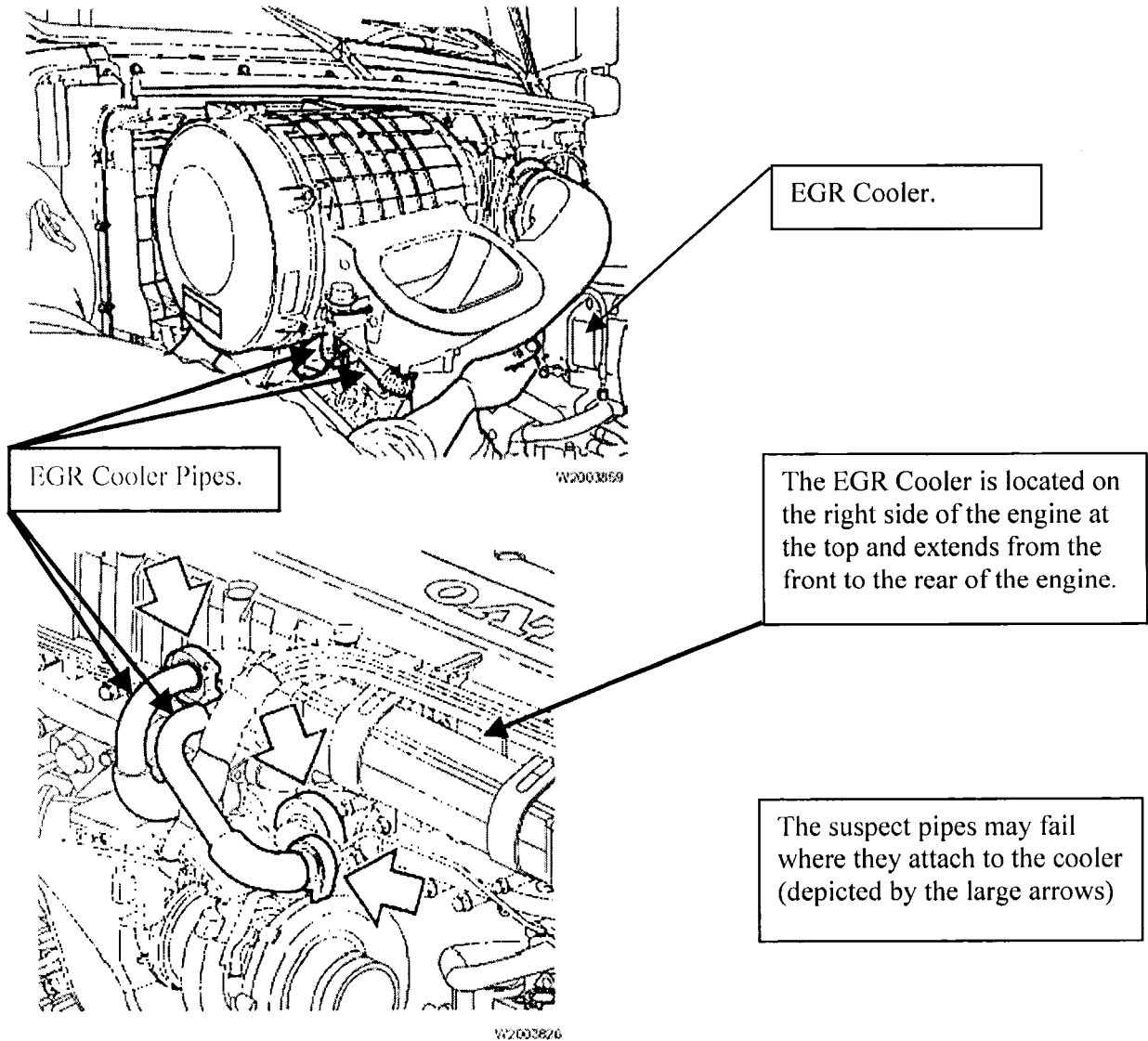
We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to provide our customers with the best possible product.

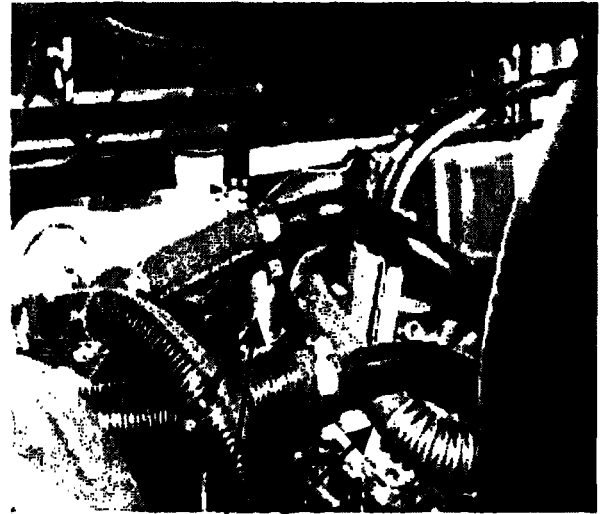
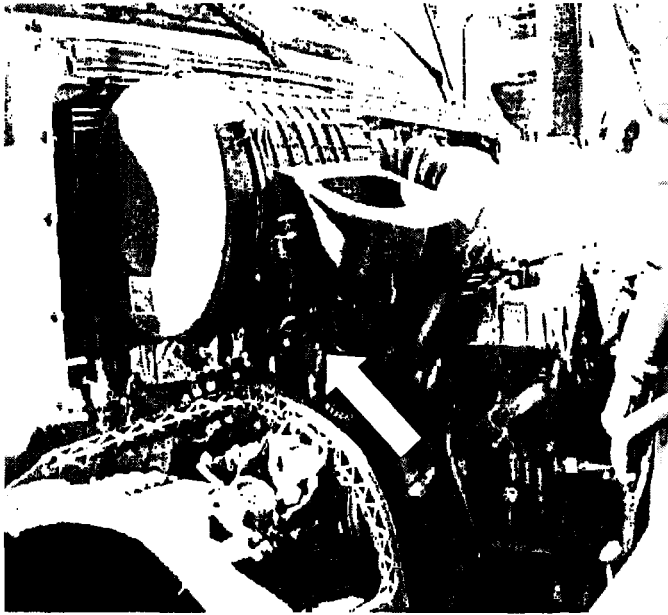
VOLVO TRUCKS NORTH AMERICA

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.