

SAFETY RECALL NOTICE

VOLVO

**SAFETY RECALL RVXX0902
SEPTEMBER 2009**

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 vehicles.

SAFETY DEFECT: The sealer used on the wiper motor may crack and allow water and contaminants to enter the motor and form deposits at cavities located between the electrical traces.

SAFETY RISK: The deposits may cause a short between the electrical traces that over time may result in localized overheating which could potentially result in a vehicle fire.

PRECAUTIONS YOU CAN TAKE: Volvo **strongly recommends** that you inspect the wiper motor for evidence of overheating (melting or charring) (see photos on the last page of this document in the section titled "Inspection") during your daily pre and post trip vehicle inspections.

If smoke is visible from under the rear of the hood, you should turn off and remove the ignition key immediately! Also, idling of unattended vehicles and idling while sleeping should be avoided, particularly before the wiper motor is inspected.

If your motor shows signs of overheating, do not drive the vehicle; also remove the ignition key. You should contact Volvo's wiper motor recall support line (1-877-800-4945) for further help and instruction.

TIME REQUIRED FOR THE REPAIR: The labor time required to inspect your vehicle is approximately one half hour.

WHAT YOU SHOULD DO: You should contact the nearest Volvo Parts and Service Center and make an appointment. A new wiper motor 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.

You can locate the closest Volvo Parts and Service Center by going on line to <http://www.volvo.com/trucks/na/en-us/dealers/> and selecting "Dealer Locator" or by calling our toll-free number: (800) 528-6586.

**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 either the wiper motor recall support line (**1-877-800 4945**) or Volvo's Regulatory Affairs Group at:

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 (1200 New Jersey Avenue, S.E., 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.

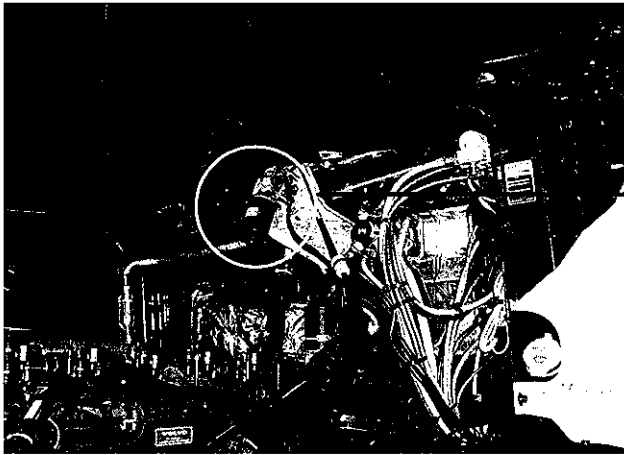
Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing.

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:

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:

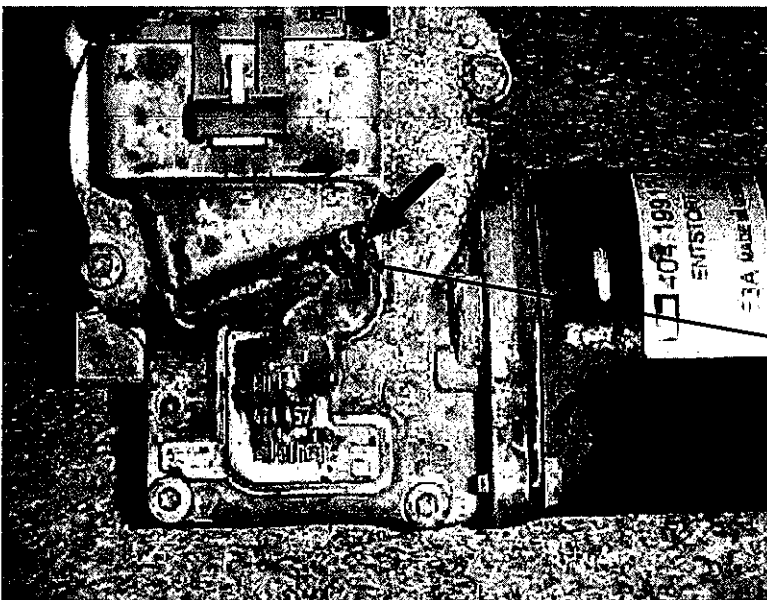


Wiper motor



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