

SAFETY RECALL NOTICE

VOLVO

IMPORTANT SAFETY RECALL RVXX1202 NHTSA# 12V-036

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 has decided that a defect which relates to motor vehicle safety exists in certain Volvo vehicles. This decision was based on information provided to Volvo by Bendix® Commercial Vehicle Systems LLC.

SAFETY DEFECT: The defect is that “in extremely cold conditions (at or below 0 degrees Fahrenheit / -18 degrees Celsius), internal leakage can potentially develop, resulting in pressure being delivered to the affected service brake circuit,” which “can cause intermittent or – in isolated cases – continuous brake application.”

SAFETY RISK: The potential consequence is that the brakes may inadvertently apply which may result in a vehicle fire, or if wheel lock-up occurs may contribute to a vehicle crash.

PRECAUTIONS YOU CAN TAKE: Bendix® has made available an interim solution that will address the risk. However, this solution disconnects certain features as describe in the enclosed Bendix® communication. For example, the Volvo Enhanced Stability Technology (VEST) system will be disabled resulting in loss of the feature and triggering dash malfunction lamps.

Bendix® strongly recommends that the interim solution be installed on vehicles being operated in regions where temperatures fall below zero degrees Fahrenheit (-18 degrees Celsius).

WHAT YOU SHOULD DO:

To have your vehicle repaired with the interim solution, please contact your nearest Volvo service provider. The interim solution will be provided 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. (Name, Address, Phone # and email address).

You will be notified by first class mail once parts become available for the permanent repair.

**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 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 at this time, please contact the Bendix® Tech Team at 1-800-AIR-BRAKE (option 2) for assistance. You can reach the Tech Team Monday – Thursday, 8:00 a.m. – 6:00 p.m.; and Friday, 8:00 a.m. – 5:00 p.m.”

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>.

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses.

**PRE NOTIFICATION
REMEDIES:**

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 safety and to provide our customers with the best possible product.

VOLVO TRUCKS NORTH AMERICA