



North America

IMPORTANT SAFETY RECALL

NHTSA RECALL # 13V-053 – 2ND Notice

DEAR UD 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 UD Truck Provider.

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,

UD Trucks North America, Inc.

Copy of information included in original owner notice:

Dear UD Truck Owner:

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

UD Trucks North America has decided that on 2011, 2012, and 2013 UD2600 and UD3300 Model Trucks equipped with an Allison 3000RDS automatic transmission, the snap-ring retaining the transmission oil cooler hose to the transmission cooler may fail and allow disengagement of the hose from the oil cooler. If this happens, an oil leak may occur that can potentially cause a large deposit on the roadway, which may present a hazard to other vehicles.

The following safety recall has been issued by UD Trucks North America to address the issue:

Safety Recall 13V-053: Transmission oil cooler hose retaining ring

As a remedy the transmission oil cooler hoses will be replaced at no charge.

The vehicle identified on the enclosed "AUTHORIZATION FOR RECALL SERVICE" card is affected by the recall and our records indicate that you are the current owner of the vehicle.

Please contact an authorized UD Truck Dealer as soon as possible to schedule an appointment to have this important Safety Recall performed at no charge to you. It is estimated that the repair will take two hours.

Federal regulations require that all vehicle lessors must notify all lessees within ten (10) days of receiving this notice.



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IMPORTANT: Please bring the “AUTHORIZATION FOR RECALL SERVICE” card with you to the UD Truck Dealer at the time of your repair appointment. If you do not have the “AUTHORIZATION FOR RECALL SERVICE” card, please provide the Vehicle Identification Number (VIN) to the UD Truck Dealer when scheduling your appointment to verify that your vehicle requires this recall service.

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.

If you no longer own this vehicle, please fill in the requested information on the enclosed prepaid “AUTHORIZATION FOR RECALL SERVICE” card and return it to UD Trucks North America Service Operations Department. This will allow proper identification and notification to the current owner of this vehicle.

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hotline at 1-888 -327- 4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>, if you believe that either UD Trucks North America or the UD Truck Dealer has failed or is unable to repair your vehicle without charge.

We regret any inconvenience this recall may have caused. If you have any questions regarding this recall, you may contact UD Trucks North America’s Regulatory Affairs Department at UD Trucks North America, P.O. Box 26115, Greensboro, NC 27402-6115 or by email at vtna.regulatoryaffairs@volvo.com

Sincerely,
UD Trucks North America