

# SAFETY RECALL

Volvo Trucks North America

Greensboro, NC USA



---

Date	Number	Release	Page
10.2023	RVXX2309	01	1 (8)

## Windshield Wiper Motor VNR, VNL, VAH, VHD

### RECALL INFORMATION

(October 2023)

Volvo Trucks has determined that certain 2022 to 2024 model year VNR, VNL, VHD, and VAH vehicles may experience premature wear of the gears in the wiper motor system.

If the windshield wipers become inoperative, it could limit the driver's visibility under certain operation conditions, which may increase the risk of a crash.

Volvo Trucks has not received any reports of personal injury or vehicle crashes because of this safety issue; therefore, Volvo considers this a proactive measure to protect the public and Volvo's customers from the potential risk associated with this defect.

To ensure that these vehicles meet Volvo's rigorous quality requirements, follow the instructions outlined below to ensure proper replacement of the windshield wiper motor.

### VEHICLES AFFECTED

Certain Volvo North America vehicles manufactured between May 3, 2021 and July 5, 2023.

### VEHICLE QUANTITY

There are 63,096 vehicles affected by this recall (55,012 U.S., 8,084 Canada).

### Parts

Order parts per VIN through VOR process. PartsLinQ may show zero stock. Please continue to order the part even if it shows no stock.

**Important Note:**

**Parts will be limited to VOR orders, one part per VIN, during initial launch of this recall. Volvo is working to secure sufficient stock of this part once appropriate levels are available. In the meantime, please order through VOR process only.**

Part Number	Part description	Quantity
24634544	Windshield Wiper Motor	As needed
980464	Tie Wrap	As needed

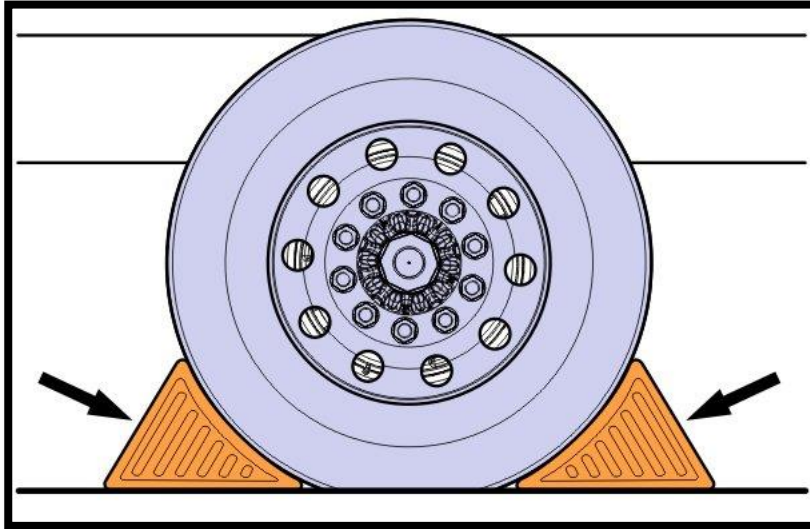
### Inspection

1. Inspect and verify that wiper motor has not been previously replaced with known good wiper motor – PN 24634544 (**see image below for motor with new part number and location**)
  - a. Verify wiper motor part number located on the motor itself.
    - i. All trucks that are on the recall list and **do not** have a wiper motor with the **part number 24634544** will require replacement. Proceed to repair instructions below.

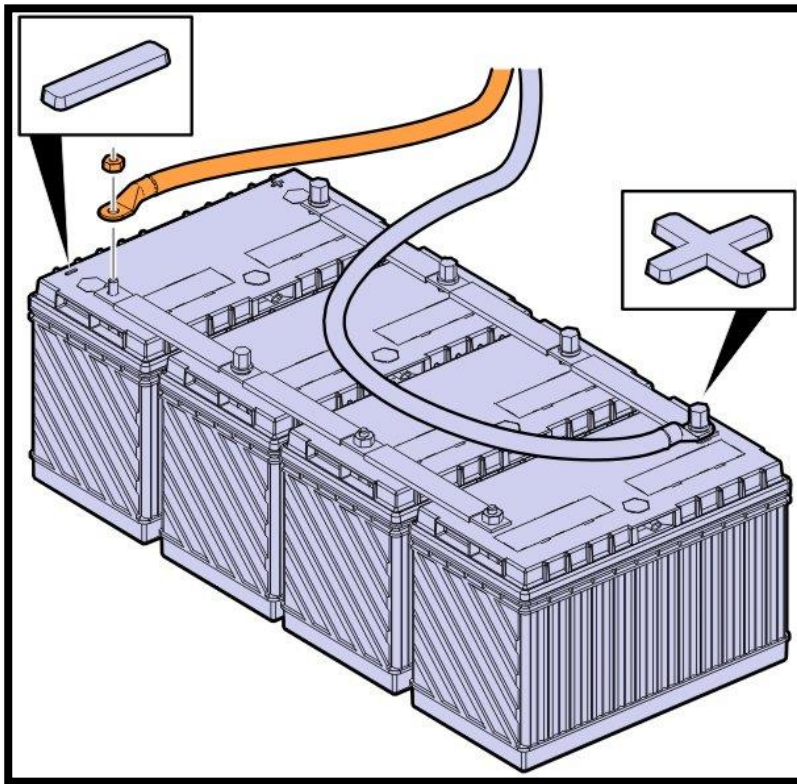


**Repair Instructions (IMPACT 3631-03-02-01, Windshield Wiper Motor, Replacement)**

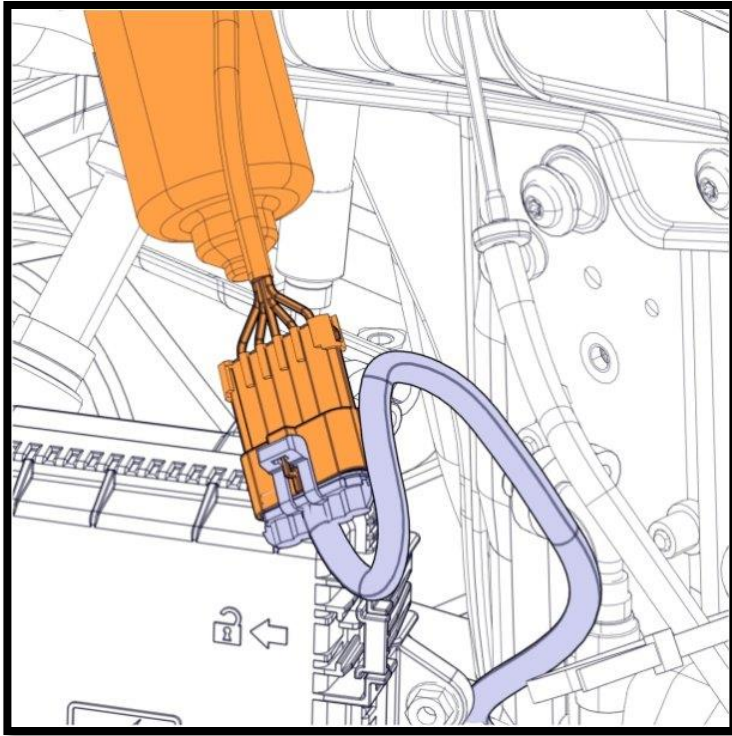
1. Secure Vehicle for service by parking on a flat and level surface.
2. Apply parking brake.
3. Place the transmission in neutral or park.
4. Install the wheel chocks.



5. Disconnect the cable from the negative terminal.



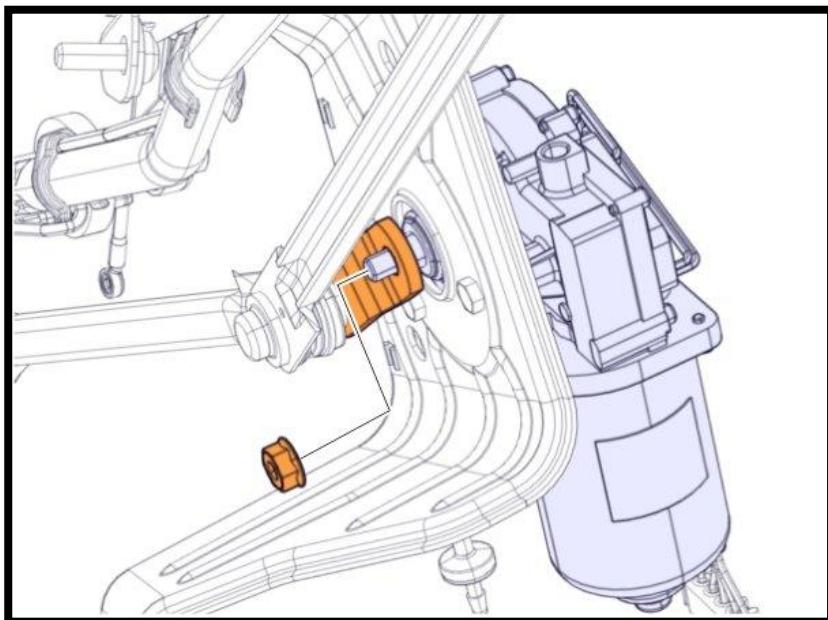
6. Unlatch and raise the hood.
7. Disconnect the cable harness connector.



8. Remove the transmission arm

<b>Important Note:</b>
<b>Make sure the wiper motor is in the “Park” position before removing transmission arm</b>
<b>Discard the nut</b>

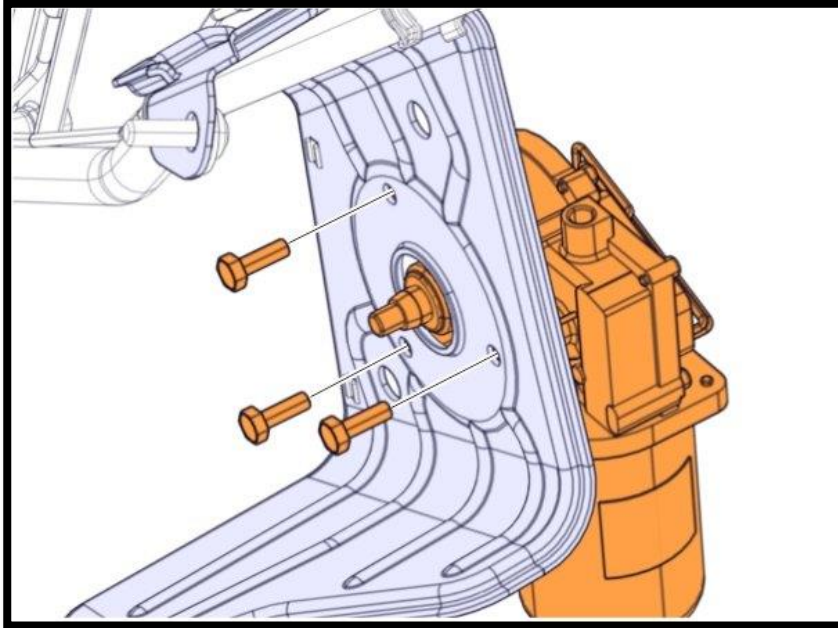
9. Remove the wiper motor.



**Important Note:**

**Discard the bolts.**

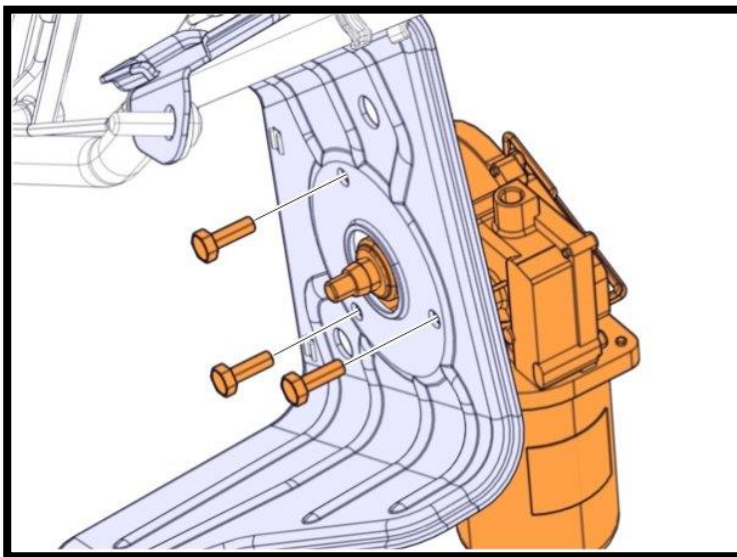
9. Install the new wiper motor (Part No:24634544)



10. Install the bolts using the new bolts provided.  
11. Tighten screws to specified torque.

**Tightening Torque:**

**10-12 Nm (7-9 lb-ft)**



12. Install the transmission arm.

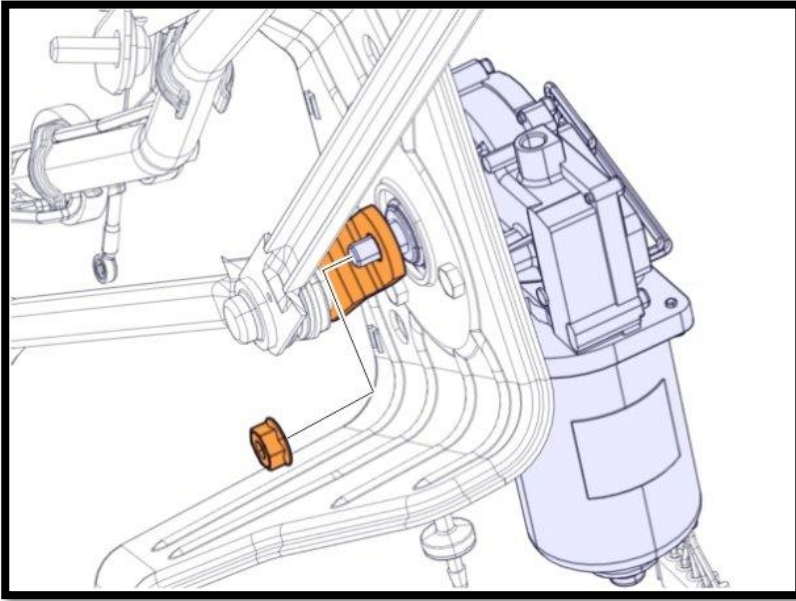
**Important Note:**

**Hold the crank lever with an adjustable wrench to prevent the linkage from moving out of the parked position**

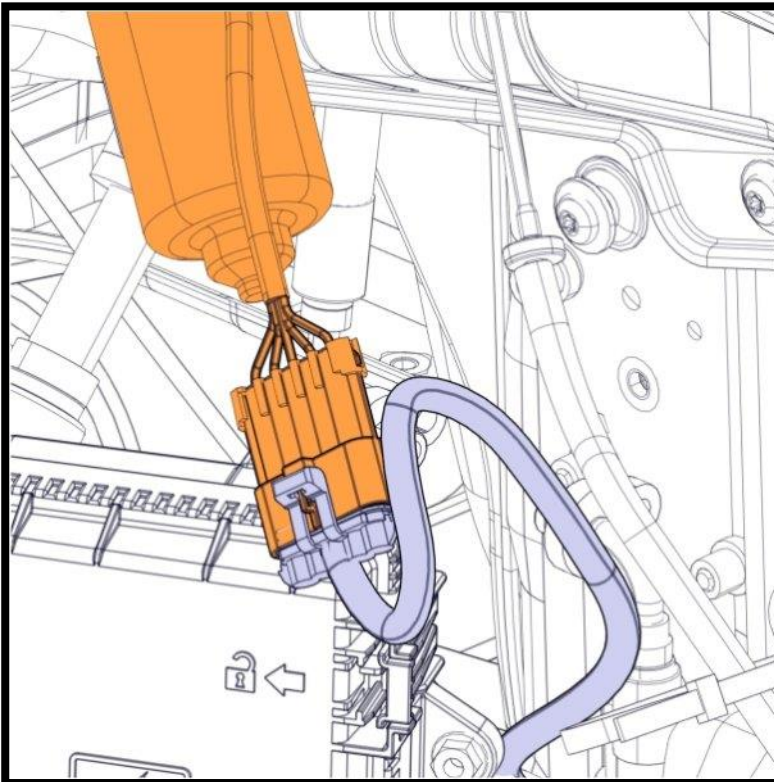
13. Install the new nut.
14. Torque tighten the nut.

**Tightening Torque:**

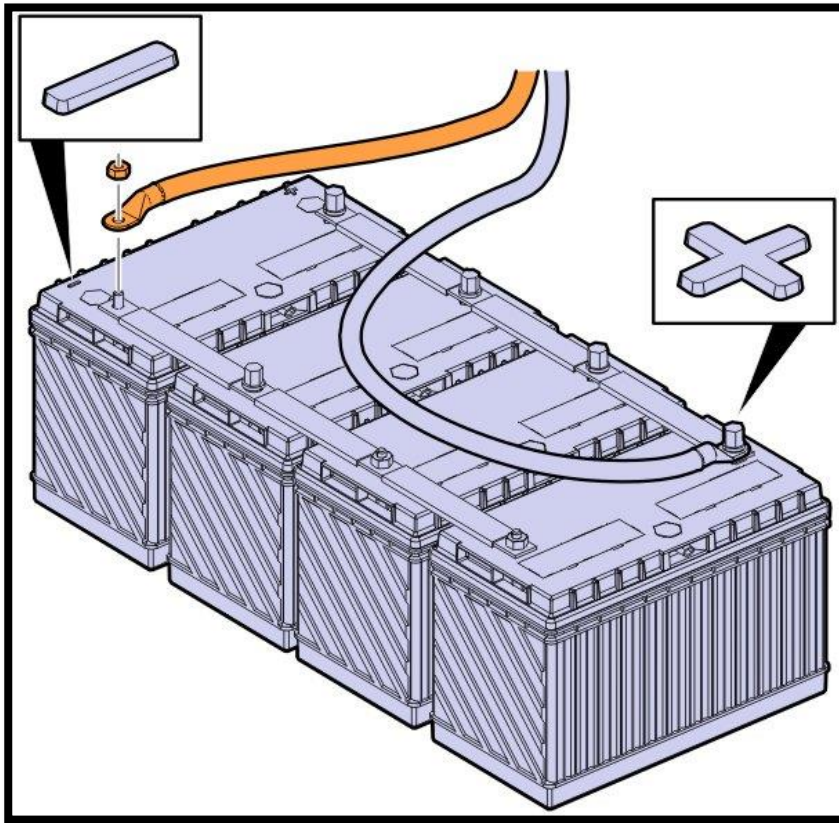
**20-25 Nm (15-18 lb-ft)**



15. Connect the cable harness connector.

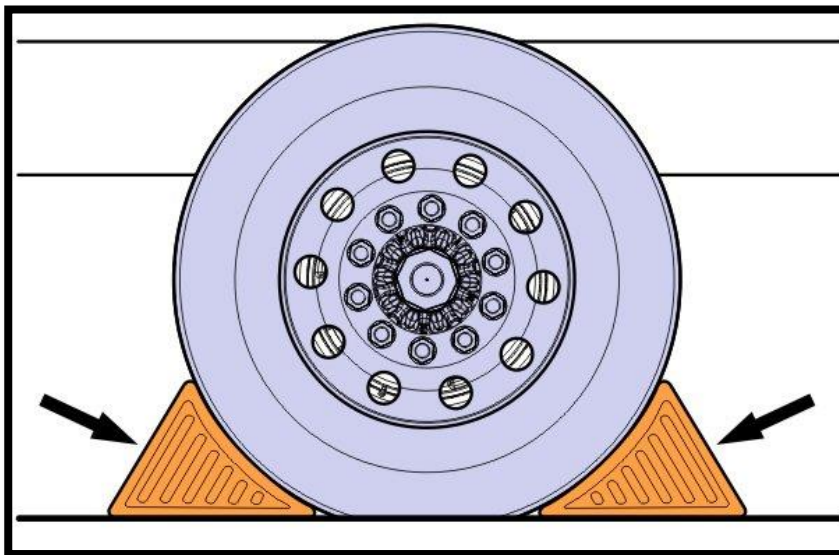


16. Connect the cable to the negative terminal.



17. Lower the hood. Ensuring that the hood is latched.

18. Remove the wheel chocks.



19. Return the vehicle to service.

## REIMBURSEMENT

This repair is covered by an authorized Safety Recall. Reimbursement is obtained through the normal claim handling process.	
	<b>UCHP Reimbursement</b>
<b>Claim Type</b> (used only when uploading from the Dealer Business System)	40
<b>Recall Status</b>	
Vehicle repaired per instructions	1-Modified per instructions
<b>Labor Codes</b>	
Primary Labor Code: <b>Windshield Wiper Motor, Replacement</b>	3631.03.02.01 (0.4 x 1) <b>0.4 hrs</b>
<b>Inspection Only (NO MOTOR REPLACEMENT)</b>	3631.03.02.01 (0.4 x 1) <b>0.4 hrs</b>
<b>Causal Part</b>	85150366
<b>Authorization Number</b>	C0306

**Note:** Dealers are to perform Safety Recall Campaigns on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles are subject to a Safety Recall are brought to your dealership for service, it is strongly recommended that every effort be made to perform the recall correction before the vehicle released to the owner.