

V O L V O

Volvo Group Trucks
8003 Piedmont Triad Parkway
Greensboro, NC

15 September 2023

To whom it may concern

Dear Sir / Madam,

Reference – RVXX2309 – Windshield Wiper Motor

This document aims to clarify the RVXX2309, NHTSA 23V-511 Recall Interim Notices sent to Volvo customers on September 6, 2023. The purpose of the interim notice was to notify customers that their vehicle is included in an upcoming recall; however, completion of the recall is pending due to constraints in the availability of certain parts. Below, we've included a sample of the interim notice for your convenience.

A subsequent customer notice will be sent out once the RVXX2309 Recall is officially released, and the necessary parts are available for conducting the required repairs.

Kind Regards,

Cody Hatfield
Campaign Lead
Service Market Engineering
Cody.Hatfield@Volvo.com



This Notice applies to your vehicle, see enclosed “Notice of Vehicle Recall”

**IMPORTANT SAFETY RECALL RVXX2309
NHTSA RECALL # 23V-511 Interim Notice**

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 2022 to 2024 Volvo VNR, VNL, VHD and VAH model vehicles manufactured from May 03, 2021 through July 05, 2023.

The purpose of this letter is to explain what the recall is about and to keep you informed of Volvo’s implementation plan. We are currently working to secure parts to implement the Safety Recall remedy. We will send you another notification when the remedy is available.

SAFETY DEFECT: Certain VNR, VNL, VHD and VAH model vehicles may experience premature wear of the gears in the wiper motor system.

SAFETY RISK: If the windshield wipers become inoperative, it could limit the driver’s visibility under certain operating conditions, which may increase the risk of a crash.

WHAT SHOULD YOU DO IN THE INTERIM: *We appreciate your patience while we work to secure parts for the recall. In the meantime, if you experience a wiper motor failure, please make an appointment with your authorized Volvo Parts and Service Center to have your vehicle inspected and repaired. Your vehicle will still be part of the recall when the recall is released.*

PRECAUTIONS YOU CAN TAKE: There are no precautions you can take other than having your vehicle repaired by a Volvo Parts and Service Center. When the parts are available, the Volvo dealer will replace the wiper motor at no cost to you.

TIME REQUIRED FOR THE REPAIR: The time required to repair your vehicle is approximately 1/2 hour.

WHAT YOU SHOULD DO: When you receive notification that parts are available, you should contact the nearest Volvo Parts and Service Center and make an appointment. You can locate the closest Volvo Parts and Service Center by going online 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 your vehicle has not been repaired within a reasonable time after delivering it to a Volvo Parts and Service Center, please contact:

Volvo Trucks North America
Vehicle Certification and Compliance,
P.O. Box 26115
Greensboro, NC 27402-6115
vtna.regulatoryaffairs@volvo.com

If you still cannot obtain satisfaction, and your dealer or Volvo is unable to remedy the defect without charge or within a reasonable amount of time, you may file a complaint with:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline 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