



DEAR VOLVO TRUCK OWNER:

**Extended Warranty Coverage ID U105
OWNER NOTIFICATION LETTER Jan 2019**

This notice is sent to you in accordance with the requirements as prescribed by the California Air Resources Board (CARB).

Volvo has determined that certain vehicles equipped with a model year ("MY") 2014 D11 engine may be equipped with an aftertreatment hydrocarbon injector system (AHI) that may not fulfill expected performance criteria pertaining to the life expectancy of an AHI.

This potential issue has no impact on fuel economy, drivability, performance, or safety of the engines. However as the AHI is an emissions related component, Volvo is providing extended warranty provisions.

According to our records, one or more vehicle(s) sold to you may have this condition. Volvo is addressing this condition through an extended warranty offering of 7 years or 435,000 miles for the AHI, whichever occurs first, and will provide the repairs free of charge, for engines that exhibit the condition up through the extended warranty period. Repair costs may be reimbursed if prior repair was incurred outside of original warranty provisions but within the warranty extension. Instruction on how to submit a claim for these repairs is provided at the end of this letter.

CONDITION: Model Year ("MY") 2014 D11 model engines may have an aftertreatment hydrocarbon injector system, (AHI), which may not fulfill performance expectations related to the life expectancy of the component.

**WHAT YOU SHOULD
DO:**

You should take note of this extended warranty period for the Aftertreatment Hydrocarbon Injector. If the AHI on one or more of the vehicles listed in this letter was replaced and you paid for the repairs, you should make a claim according to the instructions provided on the last page of the document.

If you believe that there may be a problem related to the AHI on one or more of the vehicles listed in this notice, you should make an appointment with your local Volvo service provider. You can locate the closest Volvo Service Center by going on line to <http://www.volvo.com/trucks/na/en-us/dealers> and selecting “Dealer & Service Locations” or by calling our toll-free number: 1-800-528-6586.

For those vehicle(s) within the extended warranty period, the repairs will be made free of charge if the issue is related to this condition,

**NOTICE REGARDING
LEASED VEHICLES:**

If you are a Lessor of vehicles subject to this Notice, you have an obligation to provide a copy of this Notice to all Lessees. 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 of the date of notification by the manufacturer of one or more of the leased motor vehicles.

**ASSISTANCE/
COMPLAINTS:**

In the event owners do not receive the warranty service to which they believe they are entitled under California Air Resources Board Emissions Warranty, they should contact the nearest VOLVO Regional office for assistance. The address and telephone number for each Regional Office are in the VOLVO Directory of Sales, Parts and Service Centers.