

DEAR VOLVO TRUCK OWNER:

Extended Warranty Coverage ID U114 OWNER

NOTIFICATION LETTER September 2023

See the list of affected VINs enclosed.

This letter is to clarify the extended component coverage for U114. The EGR Cooler is the component provided coverage under this warranty extension. 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”) 2020 D13 (VGT) engine may be equipped with an EGR Cooler that may not fulfill expected performance criteria pertaining to the life expectancy.

The driver will notice a consumption of the coolant by the engine. If the issue is addressed, this potential issue has no impact on fuel economy, drivability, performance, or safety of the engines. If no action is taken, the coolant may eventually cause the SCR performance to degrade.

However, as the EGR Cooler is an emissions related component, Mack 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 10 years or 435,000 miles for the EGR Cooler, whichever occurs first, based upon the in-service date of the vehicle, 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”) 2020 D13 (VGT) model engines may have an EGR Cooler, 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 EGR Cooler. If the EGR Cooler, 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 EGR Cooler 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 online to the website <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.