



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
Phone: 201-768-7300
www.volvocars.us

January 15, 2010

TO: ALL U.S. RETAILERS
RE: FUEL PUMP EXTENDED WARRANTY P29074

Volvo Cars of North America, LLC has voluntarily decided to extend warranty coverage for the Fuel Pump on certain, model year 2003 – 2005 S80 and XC90 and 2003 – 2004 S60, V70 and XC70 vehicles. The vehicles included in this extended warranty are currently registered in the states of Alaska, Colorado, Connecticut, Delaware, Idaho, Illinois, Indiana, Iowa, Kansas, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Montana, Nebraska, New Hampshire, New Jersey, New York, North Dakota, Ohio, Oregon, Pennsylvania, Rhode Island, South Dakota, Vermont, Washington, West Virginia, Wisconsin and Wyoming.

Volvo investigations has identified that a specific version of the fuel pump can when exposed to certain environmental conditions (hot climate and temperature cycling) over time and in combination of varying fuel quality, develop cracks in the fuel pump flange. If the condition occurs vehicle owners may notice fuel smell and/or fuel seepage. Although this condition is unlikely for the vehicles registered in the states above, Volvo is voluntarily initiating an Extended Warranty Program. For eligible vehicles, Volvo will extend the warranty coverage on the Fuel Pump for up to 10 years or 150,000 miles, whichever comes first, from the date vehicle was originally placed into service. Coverage under this extended warranty is limited to the symptoms described in the attached documents for the fuel pump only.

OWNER NOTIFICATION

Owner notification is scheduled to begin in mid - January.

RETAILER RESPONSIBILITIES

All work performed under Fuel Pump Extended Warranty P29074 is free of charge to the owner. In the event that an eligible vehicle owner does not have a notification letter, and the vehicle has a fuel pump condition described in the attached documents, the owner is not to be refused this work.

Your regional representative will follow up to ensure that this extended warranty is proceeding smoothly.

A complete description of the extended warranty requirements and claim submission procedures are attached to this package.

It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Service Manager Bulletin
- Retailer Tech Journal
- Parts Bulletin

Your cooperation in following the attached instructions for this extended warranty is greatly appreciated.

Drive Safely,

Volvo Cars of North America, LLC.

<h1 style="margin: 0;">VOLVO</h1> <h2 style="margin: 0;">Service Manager Bulletin</h2>				TITLE:		GROUP:	NO:	
				Fuel Pump Extended Warranty P29074		23	221	
				Model Year 2003-2005 S80 and XC90, 2003- 2004 S60, V70 and XC70		ISSUING DEPARTMENT:		
						Warranty		
				REFERENCE BULLETINS:		DATE:		
				RTJ 22389 PB 23-221		YEAR	MONTH	DAY
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR			2010	01	15
						Page 1 of 3		

- A. EXTENDED WARRANTY DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
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- F. REIMBURSEMENT PROCEDURES
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A. FUEL PUMP EXTENDED WARRANTY P29074 DESCRIPTION

Volvo Cars of North America, LLC has voluntarily decided to extend warranty coverage for the Fuel Pump on certain model year 2003 - 2005 S80 and XC90, and 2003 - 2004 S60, V70 and XC70 vehicles. The vehicles included in this extended warranty are currently registered in the states of Alaska, Colorado, Connecticut, Delaware, Idaho, Illinois, Indiana, Iowa, Kansas, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Montana, Nebraska, New Hampshire, New Jersey, New York, North Dakota, Ohio, Oregon, Pennsylvania, Rhode Island, South Dakota, Vermont, Washington, West Virginia, Wisconsin and Wyoming.

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"Fixed Right — First Time"



B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS EXTENDED WARRANTY.

Vehicle eligibility should be confirmed:

- Inquire in VRC² - Vehicle Inquiry where the message "F/PUMP EXTWTY P29074" will appear for eligible vehicles. Only vehicles with this message are eligible for the extended warranty coverage for 10 years or 150,000 miles.

C. PARTS INFORMATION / PARTS RETURN

Please refer to Parts Bulletin 23-221 for parts information.

PARTS RETURN

Fuel Pumps will be requested to be held for 30 days from payment date for Volvo representative inspection.

D. OWNER NOTIFICATION

The customer notification letter mailing will begin in mid-January.

E. RETAILER RESPONSIBILITY

Only replacements required based on the diagnosis and which is a result of a fuel pump issue described in this bulletin, will be covered by this extended warranty and performed at no charge.

F. REIMBURSEMENT PROCEDURES FOR CUSTOMERS WHO PREVIOUSLY PAID FOR THIS REPAIR

Customers send the **repair order** with a **copy of the customer letter** to:

Volvo Fuel Pump Extended Warranty P29074
c/o The Advertising Checking Bureau, Inc.
P.O. Box 1919
Memphis, TN 38101

- To avoid delays do not send this information to any other location.
- The repair order must show that the customer previously paid for a fuel pump repair with the symptoms described in this bulletin, and include the amount paid, the date of payment, and the customer's name and address. If the repair order does not include the vehicle's VIN number, the customer should provide some other documentation reflecting that number, or simply write that VIN number onto the repair order.

Customers can call 866-637-3774 to check on the status of their claim.

- Please allow 8 weeks for reimbursement.

G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2.

H. RETAILER ALLOWANCE AND CLAIM SUBMISSION (LONG FORM APPLICATION)

Fuel Pump extended warranty claims are subject to all the audit requirements outlined in the Warranty Policy and Procedures Manual section 4.

Labor reimbursement is effective at time of release and may change in the future.

**FUEL PUMP REPLACEMENT
(Both Operations Below Apply)**

Claim Type: P29074
Main Operation Number: 23294
Failed Part Number: 30761742, 30761743, 30761744, 31273510
Cause Code: 10
Symptom Code: XY – Leakage

<u>Operation Number</u>	<u>Description</u>	<u>Qty</u>	<u>Model</u>	<u>Time (Hrs)</u>
23295	Pump Odor / Leakage check	1	S60, V70, S80	0.9
			XC90 5 Seat	0.8
			XC90 7 Seat	1.5
23294	Fuel Pump Replace	1	S60, V70, S80	0.9
			XC90 5 Seat	1.5
			XC90 7 Seat	0.9



Nothing can replace them.

Parts Bulletin

SUBJECT Fuel Pump Extended Warranty P29074, MY 2003-2005 S80 and XC90, MY 2003-2004 S60, V70 and XC70				GROUP	23		NO	221
				MARKET			United States	
COPY TO / CIRCULATIONS (PLEASE INITIAL)								
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY	
					2010	01	15	

NOTE: PARTS WILL NOT BE ALLOCATED FOR THIS EXTENDED WARRANTY

Reference Bulletins: **SMB 23-221**
RTJ 22389

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The following part numbers apply:

Part Number	Description	Qty
30761742	Pump Unit	1
30761743	Pump Unit	1
30761744	Pump Unit	1
31273510	Pump Unit	1
9183708	O-Ring	2
985719	Flange Screw (XC90)	12
987891	Flange Lock Nut (non XC90)	1
986503	Washer (non XC90)	1
985055	Flange Screw (non XC90)	1
985047	Flange Screw (non XC90)	1

- There will not be an allocation of parts sent to your Retail facility.
- Please only order these parts based on the determination that this repair is necessary, after receiving a request from a customer to schedule a service appointment.

"Fixed Right — First Time"



Printed in USA on recycled paper containing a minimum of 50% wastepaper and 10% post-consumer waste.

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Retailer Technical Journal 22389

Fuel Pump Extended Warranty P29074

Date 01-15-2010

Volvo Cars of North America, LLC
Technical Engineering

Reference: VIDA, SMB 23-221

Note! If using a printed copy of this Retailer Technical Journal, first check for the latest online version.

AFFECTED VEHICLES:

Model	Type	Model year	Chassis range
S80	184	2003-2005	0297000-0406781
V70	285	2003-2004	0286000-0459385
S60	384	2003-2004	0235000-0425139
XC70	295	2003-2004	0095000-0173073
XC90	275	2003-2005	0000690-0188345

DESCRIPTION:

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SERVICE: Upon confirmation of a fuel leak due to a cracked fuel pump flange in the area shown in the picture, replace the fuel pump assembly as described in VIDA.



Inspect the entire flange surface for cracks and leakage if a fuel odor is present.

IMPORTANT: If the fuel pump flange is not the source of the fuel odor continue fault tracing to determine where the odor is coming from.

VOLVO for life,
Volvo Cars of North America, LLC
Technical Engineering



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
Phone: 201-768-7300
www.volvocars.us

IMPORTANT EXTENDED WARRANTY P29074 NOTICE

January 18, 2010

Dear Volvo Owner:

Volvo Cars of North America, LLC has voluntarily decided to extend warranty coverage for the Fuel Pump on certain, model year 2003 – 2005 S80 and XC90 and 2003 – 2004 S60, V70 and XC70 vehicles. The vehicles included in this extended warranty are currently registered in the states of Alaska, Colorado, Connecticut, Delaware, Idaho, Illinois, Indiana, Iowa, Kansas, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Montana, Nebraska, New Hampshire, New Jersey, New York, North Dakota, Ohio, Oregon, Pennsylvania, Rhode Island, South Dakota, Vermont, Washington, West Virginia, Wisconsin and Wyoming.

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Why is Volvo extending the warranty on the Fuel Pump?

Volvo investigations has identified that a specific version of the fuel pump can when exposed to certain environmental conditions (hot climate and temperature cycling) over time and in combination of varying fuel quality, develop cracks in the fuel pump flange.

What conditions might be evident if this system needs repair?

If the condition occurs you may notice fuel smell and/or fuel seepage.

Is this warranty extension a recall?

This is not a recall campaign. As this is an extended warranty, there is no corrective action required. Unless you truly believe your vehicle exhibits the above mentioned symptoms you will not need to contact your retailer.

If, within 10 years or 150,000 miles, whichever comes first, your vehicle exhibits the conditions noted above, contact your nearest authorized Volvo retailer to schedule an appointment. Repairs which are a result of a fuel pump failure (smell and/or fuel seepage) will be covered by this extended warranty and performed at no charge at a Volvo authorized retailer.

How long will it take?

The complete repair should take approximately 3 hours. Due to service scheduling requirements at the retailer, your vehicle may be needed for a longer period of time. Please contact your authorized Volvo retailer to schedule an appointment.

Have you previously paid for this repair?

If you previously paid to have this corrective action performed, prior to receiving this letter and within 10 years and less than 150,000 miles from the date your vehicle was originally placed into service, you may be eligible for a refund.

How do you apply for a refund?

Send your **repair order** with a **copy of this letter** (retaining a copy of both for your records) to:

Volvo Fuel Pump Extended Warranty P29074
c/o The Advertising Checking Bureau, Inc.
P.O. Box 1919
Memphis, TN 38101

To avoid delays do not send this information to any other location.

The repair order must show that you previously paid for Fuel Pump servicing, and include the amount you paid, the date of payment, your name, address, and vehicle identification number (VIN).

Customers can call 866-637-3774 to check on the status of their claim.

Please allow 8 weeks for reimbursement.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your Volvo retailer Service Manager. If you still have concerns please contact the Volvo Customer Care Center at 800 433-8263 Monday through Friday, 8:30 A. M. to 5:30 P.M. Eastern Time.

Thank you for your attention to this matter and remember to keep a copy of this letter for your records. We have taken this action in the interest of your continued satisfaction with your Volvo.

Sincerely,

Mike Assainte

Manager, Customer Support