

PE09-039

VOLVO

10/21/2009

REQUEST 7

EW 198 Package 20080626



Volvo Cars of North America, LLC

June 2008

**TO: ALL U.S. VOLVO RETAILERS**  
**RE: EXTENDED WARRANTY - FUEL PUMP**

Volvo Cars of North America, LLC has voluntarily decided to extend warranty coverage for the Fuel Pump on U.S. model year 2001 – 2002 S80, S60, V70 and XC70 vehicles. For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage on the Fuel Pump for 10 years or 150,000 miles, whichever comes first, from the date your vehicle was originally placed into service.

Volvo has found due to the combination of varying fuel quality, and prolonged exposure in warm temperature climates, the fuel pump may become faulty, resulting in a fuel odor.

#### **OWNER NOTIFICATION**

Owner notification will begin in early June. Each owner notification letter will contain an offer that will provide the owner with a 20% reimbursement on Volvo Genuine Parts and/or Accessories.

#### **RETAILER RESPONSIBILITIES**

If your customer's vehicle is still under the New Car Limited Warranty or California Emissions Warranty, the repair will be covered. If the vehicle has exceeded the New Car Limited Warranty or the California Emissions Warranty by time or mileage, the extended warranty coverage would take effect.

Replacements of the Fuel Pump under this extended warranty coverage will be performed at no charge. Coverage under this extended warranty is limited to the symptoms described in this letter for the fuel pump only.

In the event that a customer does not have a notification letter, the owner is not to be refused this repair. 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 will follow.

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

- Service Manager Bulletin
- Parts Bulletin
- Technical Journal

Your cooperation with 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		23	198	
				Model Year 2001 - 2002 S80, S60, V70 and XC70		ISSUING DEPARTMENT:		
						Warranty		
				REFERENCE BULLETINS:		DATE:		
				TNN 23-198, PB# 23-198		YEAR	MONTH	DAY
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR			2008	06	26
						Page 1 of 3		

### BULLETIN REFERENCE

- A. EXTENDED WARRANTY DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. RETAILER RESPONSIBILITY
- F. REIMBURSEMENT PROCEDURES
- G. TECHNICIAN COMPETENCY REQUIREMENT
- H. RETAILER ALLOWANCE AND CLAIM SUBMISSION

#### A. FUEL PUMP EXTENDED WARRANTY DESCRIPTION

Volvo Cars of North America, LLC has voluntarily decided to extend warranty coverage for the Fuel Pump on some model year 2001 - 2002 S80, S60, V70 and XC70 vehicles.

For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage on the Fuel Pump for 10 years or 150,000 miles, whichever comes first, from the date the vehicle was originally placed into service. Coverage under this extended warranty is limited to the symptoms described in this bulletin for the fuel pump only.

Volvo has found due to the combination of varying fuel quality, and prolonged exposure in warm temperature climates, the fuel pump may become faulty, resulting in a fuel odor.

---

"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 via VRC<sup>2</sup> - Vehicle Warranty where the message "ELIGIBLE FOR FUEL PUMP EXT WTY" 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 the TNN and Parts Bulletin 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 mailings will begin in late June. Each owner notification letter will contain an offer that will provide the owner with a 20% reimbursement on Volvo Genuine Parts and/or accessories.

**E. RETAILER RESPONSIBILITY**

Only replacements required based on the diagnosis and which are 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 2001-2002 Fuel Pump Extended Warranty  
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.

**Claim Type:** P28031  
**Main Operation Number:** 23341  
**Failed Part Number:** 31261128  
**Cause Code:** 10  
**Symptom Code:** XY - Leakage  
A1 - Odor

<b>Operation Number</b>	<b>Description</b>	<b>Qty</b>	<b>Time</b>
23341	Replace Fuel Pump	1	Refer to VSTG

# Tech-Net Notes

“Fixed Right – First Time”

## Volvo Technicians, Service and Parts Managers

NO: 23-198  
DATE: 6-26-2008  
MODEL: See chart below  
M. YEAR: See chart below  
SUBJECT: Fuel pump replacement extended warranty  
REFERENCE: VIDA

**Note! If using a printed version of this TNN, first check for the latest online version.**

### Description

Volvo Cars of North America, LLC has voluntarily decided to extend warranty coverage for the Fuel Pump on U.S. and Canadian model year 2001 – 2002 S80, S60, V70 and XC70 vehicles. For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage on the Fuel Pump to 10 years or 150,000 miles, whichever comes first, from the date your vehicle was originally placed into service.

Volvo has found due to the combination of varying fuel quality, and prolonged exposure in extreme temperature climates, the fuel pump may become faulty, resulting in a fuel odor.

### Affected vehicles

Model	Type	Engine code # *	Engine type	Model year
S80	184	90, 91, 92, 94	B6294S/S2, B6284T, B6294T	2001-2002
S60	384	61, 53, 56, 58	B5244S/S2, B5234T3, B5244T3	2001-2002
V70	285	61, 53, 56, 58	B5244S/S2, B5234T3, B5244T3	2001-2002
V70XC	295	58	B5244T3	2001-2002

\* engine code is positions 6-7 in VIN

## Parts

Material	Quantity	Part No.
Pump unit	1	31261128
O-ring	2	9183708
Lubricant	0.1	1161580*

\* Standard material that must be available

## Special Tools

Tool name	Part No.
Adapter	9995480
Adapter	9995484
Wrench	9995720
Adapter	9995721

## Service

See VIDA:

- Information
- Repair
- Removal, replacement and installation
- 2 Engine with mountings and equipment
  - 23 Fuel system
    - Fuel pump (FP) and filter
      - Level sensor, fuel tank/fuel pump, replacement

### WARRANTY CLAIM INFORMATION

LABOR OP	LABOR DESCRIPTION	LABOR TIME
23xxx	fuel pump, remove and replace	x.x hr.

Claims may be submitted under the new car warranty when there is a documented customer complaint using claim type: 01







Nothing can replace them.

# Parts Bulletin

SUBJECT <b>EW 198 Fuel Pump MY 2001-2002 S80, S60, V70, XC70</b>				GROUP <b>23</b>		NO <b>198</b>	
				MARKET <b>United States</b>		PAGE <b>1 of 1</b>	
COPY TO / CIRCULATIONS (PLEASE INITIAL)							
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
					<b>2008</b>	<b>06</b>	<b>26</b>

## NOTE: PARTS WILL NOT BE ALLOCATED FOR THIS EXTENDED WARRANTY.

Reference Bulletins: SMB 23-198, TNN 23-198

Volvo Cars of North America, LLC has voluntarily decided to extend warranty coverage for the Fuel Pump on some model year 2001 - 2002 S80, S60, V70 and XC70 vehicles. For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage on the Fuel Pump for 10 years or 150,000 miles, whichever comes first, from the date the vehicle was originally placed into service. Coverage under this extended warranty is limited to the symptoms described in the Service Manager Bulletin for the fuel pump only.

Volvo has found due to the combination of varying fuel quality, and prolonged exposure in warm temperature climates, the fuel pump may become faulty, resulting in a fuel odor.

The corrective action will be to replace the following fuel pump and o-rings:

Part Number	Description	Qty
31261128	Fuel Unit	1
9183708	O-ring	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.

© 2008 VOLVO CARS OF NORTH AMERICA, LLC

## **IMPORTANT EXTENDED WARRANTY NOTICE**

[EXTENDED WARRANTY 198: 2001-2002 S80, S60, V70, XC70  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES

June 2008

Dear Volvo Owner:

Volvo Cars of North America, LLC (Volvo) has voluntarily decided to extend warranty coverage for the Fuel Pump on U.S. model year 2001 – 2002 S80, S60, V70 and XC70 vehicles.

Fuel Pumps on these vehicles may not meet the certified emission-control durability requirements. Volvo has found that, due to the combination of varying fuel quality, and prolonged exposure in warm temperature climates, the fuel pump may become faulty, resulting in a fuel odor.

As the registered owner of this Volvo vehicle, your satisfaction is very important to us. Your vehicle was provided with a new car warranty which covers certain parts of your vehicle for a specified period of time. These warranties are of considerable value to you, should you experience a problem with your vehicle.

This letter is to inform you that 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 your vehicle was originally placed into service. Coverage under this extended warranty is limited to the symptoms described in this letter for the fuel pump only.

### ***Why is Volvo extending the warranty on the Fuel Pump?***

We have found that due to the combination of varying fuel quality, and prolonged exposure in warm temperature climates, the fuel pump may become faulty, resulting in a fuel odor.

***What conditions might be evident if this system needs repair?***

You may notice a fuel odor.

***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 do not need to contact your retailer.

***How will Volvo and your retailer assist in this matter?***

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 (odor) 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 have already paid to have the fuel pump repaired or replaced within 10 years and less than 150,000 miles, 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  
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 VIN number.

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 800 458-1552 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,

Rich E. Buchheit

Manager, Customer Support

PE09-039

VOLVO

10/21/2009

REQUEST 7

QB No A27030.2.0 EN C



User: **Lana Thalasinios - 3US7510** Application: **QUALITY BULLETIN** View: **Central**

**Status** Released

**QB No** A27030.2.0 EN C

**Issuer** MJANEFOR Marcus Janefors

**Partner** 4 SE R&C

**Status Date:** 2007-04-10

**Issue Date:** 2007-04-10

**Category:** A Active Service Action

**Area:** Chassis

**Func Group** 2300

**Starting Date:** 2007-04-05

**Closing Date:** 2009-06-30

**Model Info:** S60, 2001 - 2002

**Title:** Fuel pump S60

**Attachment:**

[A27030](#)

[Customer letter\\_EN01.doc](#) Customer letter

[A27030 SM letter\\_EN01.doc](#) SM letter

**Condition:** Condition:

The fuel pump may be defect resulting in a reduced functionality. The most common effect is a smell of fuel.

This QB is only affecting cars that were sold, are registered or have been registered in Arizona or Nevada in US.

**Decision:** Decision:

VCC has decided that all cars concerned by this QB shall be upgraded in accordance with this QB without delay.

**Policy Settlement:** Policy Settlement:

100% Parts and Labour

**Note 1:** Note 1:

**QUALITY ACTIONS**

Type	Variant	Chassis From	Chassis To	MY From	MY To	Production Period	Assembly Plant
384	Petrol	0000148	0234999	2001	2002		22 Gent

**Note 2:** Note 2:

Cars have been manually marked in QW90 with a chassis number list. There might be cars within the limitations above which are not affected by this action.

Already upgraded cars have been manually marked as performed with an "M" in QW90.

The claim type has been connected to the claim type group "HIDE" in the central QW90 system (QW market). The claim type will be disconnected from this group seven days after the first issue has been released and will therefore not be visible in the Vehicle Info in TIE system until then.

**Note Var:**

**Corrective Action:** Corrective Action:

Removal, replacement and installation.

Engine with mountings and equipment.

Fuel system. Fuel Pump(FP) and filter.

**LABOUR OPERATIONS**

Operation No	BTV	Times/car	Percent of Use	Main Operation	Description	Competence Req
23341-2	190	1	100	M	Fuel pump replace	2

**Labour text:** Labour Text:

**PARTS REQUIRED**

Part No	Quantity	Percent of Use	Failing Part	Description
---------	----------	----------------	--------------	-------------

30769013	1	100	F	Pump unit
9141498	2	100		O-ring

**Parts Text:** Parts Text:

All tools are available to the sales companies, importers and workshops. Availability of individual tools is defined by the Volvo Dealer Standards and workshops are responsible for following the standard. The standard shows each workshop exactly which tool that should be available in the workshop within 24 hours. Sales companies and importers are advised to check the tools availability in their own market upon receiving a new QB.

Replaced parts are to be scrapped in an adequate way and in accordance with local demands, unless there is a UDF applied requesting parts return.

**CAUSE CODE**

Cause Code	Description
02	PERFORMED REPAIR

**CSC**

CSC	Path
XW	/Service campaign customer letter/Service campaign customer letter//

**Sublet:** Not Applicable

**Campaign Leader:** Marcus Janefors

**Reason for Issue:** New updated VIDA path under "Corrective action(s):"

**Note 3:** Note 3:

PE09-039

VOLVO

10/21/2009

REQUEST 7

RC 176 Package final 20070713



**July 2007**

**TO: ALL VOLVO RETAILERS**  
**RE: RECALL 176**

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2002 S60 vehicles that were sold, or are registered in the states of Arizona or Nevada.

Due to the combination of fuels with high sulfur content, and prolonged exposure in high temperature climates, the fuel pump may become faulty, resulting in a strong fuel smell.

The corrective action will be to replace the fuel pump with a part of a modified design.

Recall 176 affects approximately 1,700 vehicles in Arizona & Nevada are affected.

#### **OWNER NOTIFICATION**

Owner notification is scheduled to begin during the month of July.

#### **RETAILER RESPONSIBILITIES**

Retailers must perform this Recall Campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this Recall Campaign is free of charge to the owner.

In the event that a customer does not have a notification letter, the owner is not to be refused this work. Your regional representative will follow up to ensure that this Recall Campaign is proceeding smoothly.

A complete description of the Recall Campaign requirements and claim submission procedures will follow.

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

- Service Manager Bulletin
- Tech Net Note
- Parts Bulletin

Your cooperation in completing this important Recall is greatly appreciated.

Drive Safely,

Volvo Cars of North America, LLC and Volvo Cars of Canada Corporation

<h1 style="margin: 0;">VOLVO</h1> <h2 style="margin: 0;">Service Manager Bulletin</h2>				TITLE:		GROUP: 23	NO: 176
				<b>Recall 176: 2001-2002 S60 Arizona &amp; Nevada Vehicles only</b>		ISSUING DEPARTMENT: <b>Warranty</b>	
REFERENCE BULLETINS:  <b>TNN# 23-176, PB# 23-176</b>		CARMARKET: <b>United States</b>					
		SERVICE MANAGER  SERVICE WRITER  WARRANTY ADMINISTRATOR		DATE:			
Service Personnel: read and initial.				YEAR	MONTH	DAY	
		Service Personnel: read and initial.		2007	07	03	
Service Personnel: read and initial.				Page 1 of 3			

### BULLETIN REFERENCE

- A. RECALL 176 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. CAMPAIGN REIMBURSEMENT PROCEDURES
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. RETAILER ALLOWANCE

#### A. RECALL 176 DESCRIPTION

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2002 S60 vehicles that were sold or are currently registered in the states of Arizona or Nevada.

Due to the combination of fuels with high sulfur content, and prolonged exposure in high temperature climates, the fuel pump may become faulty, resulting in a strong fuel smell.

The corrective action will be to replace the fuel pump with a part of a modified design.

Approximately 1,700 vehicles in Arizona & Nevada are affected.

#### B. VEHICLES INVOLVED

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS CAMPAIGN.**

"Fixed Right — First Time"



Vehicle eligibility should be confirmed:

- Inquire in VRC<sup>2</sup> - Vehicle Warranty where the message "RECALL 176 INCOMPLETE" will appear for eligible vehicles.

**All vehicles should be checked for any other incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Upgrade repairs should be completed.**

## **RETAILER VEHICLE CAMPAIGN LIST**

"A Retailer Campaign List" will be posted on VRC<sup>2</sup> in the Reports Menu under the Service Tab. This list details all affected vehicles that are on record as being retailed or currently in stock at your facility, and is updated monthly. Vehicle eligibility must be confirmed via VRC<sup>2</sup> prior to performing this service campaign.

### **C. PARTS INFORMATION / PARTS RETURN**

Parts are not required to be returned for repairs done in accordance with this service campaign.

### **D. OWNER NOTIFICATION**

In late June, Volvo will begin mailing announcement letters directly to the owners of the affected vehicles.

### **E. VEHICLES IN RETAILER INVENTORY**

All vehicles in retailer's inventory and qualifying for this Service Campaign should be repaired prior to a customer taking possession of the vehicle.

### **F. RETAILER RESPONSIBILITY**

Retailers are to perform this campaign on eligible vehicles regardless of mileage/kilometers or vehicle age. The campaign work covered under Recall 176 is free of charge to the owner. If a customer presents a recall or service campaign letter for a vehicle that is not found via the VRC<sup>2</sup> inquiry function, please verify that the letter applies to the customer's vehicle and call the Warranty Assistance Desk at 1-800-807-7712 for instructions. If the Warranty Assistance Desk verifies that the vehicle qualifies for the Recall or Service Campaign, please perform the repair and place the recall or service campaign letter in the customer's file. Under no circumstances should a customer be denied the required service without a confirmation from VCNA/VCCL.

### **G. CAMPAIGN REIMBURSEMENT PROCEDURES**

All claims should be submitted using the SHORT FORM application only.

**H. TECHNICIAN COMPETENCY REQUIREMENT**

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

**I. RETAILER ALLOWANCE (SHORT FORM APPLICATION)**

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

<b><u>Campaign Number</u></b>	<b><u>Claim Type</u></b>	<b><u>Repair Code</u></b>	<b><u>Repair Description</u></b>	<b><u>Labor Time</u></b>
176	A27030	02	Replace Fuel Pump	2.3

# Tech-Net Notes

“Fixed Right – First Time”

## Volvo Technicians, Service and Parts Managers

NO: 23-176  
DATE: 7-03-2007  
MODEL: S60  
M. YEAR: 2001, 2002  
CHASSIS: 000148 – 234999

***NOTE: NOT ALL VEHICLES WITHIN THE CHASSIS LIMITATIONS ABOVE ARE AFFECTED. RETAILER MUST CONFIRM VEHICLE ELIGIBILITY IN VRC<sup>2</sup> PRIOR TO BEGINNING RECALL REPAIRS.***

SUBJECT: Recall 176: Fuel pump, S60  
REFERENCE: VIDA, Service Manager Bulletin 23-176, Parts Bulletin 23-176

### DESCRIPTION:

The fuel pump may be defective, resulting in a reduced functionality. The most common effect is the smell of fuel.

Note: This recall only affects cars that were sold, or are currently registered in Arizona or Nevada.

### SERVICE:

Replace the fuel pump according to instruction in VIDA:

*Information > Repair > Removal, replacement and installation > Engine with mountings and equipment > Fuel system > Fuel pump (FP) and filter*

Part number	Quantity	Description
30769013	1	Pump unit
9141498	2	O-ring

**VOLVO** for life  
Volvo Cars of North America, LLC  
Technical Service

Please circulate, read and initial: \_\_\_\_\_ Svc Mgr \_\_\_\_\_ Parts Mgr

\_\_\_\_\_ TECHS

\_\_\_\_\_ Shop Foreman \_\_\_\_\_ Warranty Administrator

SUBJECT <b>Recall 176: Fuel Pump MY 2001-2002, S60 Arizona, Nevada</b>				GROUP <b>23</b>		NO <b>176</b>	
				MARKET <b>United States</b>		PAGE <b>1 of 1</b>	
COPY TO / CIRCULATIONS (PLEASE INITIAL)							
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
				<b>2007</b>	<b>07</b>	<b>03</b>	

Reference Bulletins: SMB 23-176, TNN 23-176

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2002 S60 vehicles that were sold or are registered in the states of Arizona or Nevada.

Due to the combination of fuels with high sulfur content, and prolonged exposure in high temperature climates, the fuel pump may become faulty, resulting in a strong fuel smell.

The corrective action will be to replace the fuel pump with a part of a modified design.

Approximately 1,700 vehicles in the States of Arizona and Nevada are affected.

**Note:** This recall only affects cars that were sold, are registered or have been registered in Arizona or Nevada.

The following part number applies:

Part Number	Description	Qty
30769013	Fuel Pump	1
9141498	O-Ring	2

An initial allocation representing parts for 50% of the affected vehicles in stock, or retailed at your facility will be begin starting the week of July 2, 2007. After this one time allocation you may use normal ordering procedures.

A "Retailer Campaign List" will be posted on VRC<sup>2</sup> in the Reports Menu under the Service Tab. This list details all affected vehicles that are on record as being retailed or currently in stock at your facility, and is updated monthly. Vehicle eligibility must be confirmed via VRC<sup>2</sup> prior to performing this service campaign.

**Note - Please set your DMS to "Manual Order" on this part number so that you may monitor and limit your orders to actual demand.**

**"Fixed Right — First Time"**



## **IMPORTANT RECALL NOTICE**

[CAMPAIGN 176: 2001-2002 S60 FUEL PUMP  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES]

June 2007

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

***The reason for this campaign:***

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2002 S60 vehicles that were sold, or are registered in the states of Arizona or Nevada.

If you are receiving this letter and do not currently reside in Arizona or Nevada, it is because our records indicate that your vehicle was sold in either of these States and is eligible for this Recall.

Due to the combination of fuels with high sulfur content, and prolonged exposure in high temperature climates, the fuel pump may become faulty, resulting in a strong fuel smell.

The corrective action will be to replace the fuel pump with a part of a modified design.

***What you need to do:***

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 1 hour and 30 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have this corrective action performed, your authorized Volvo retailer will honor your receipt with a refund. Please contact the Service Department for details.



***Please contact:***

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center at 1 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 6:00 P.M. Eastern Time. You may also e-mail us at [customercare@volvoforlife.com](mailto:customercare@volvoforlife.com).

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may contact the NHTSA Administrator at 1-888-327-4236. The address is 1200 New Jersey Ave SE, Washington, DC 20590.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,

Rich Buchheit  
Manager, Customer Support