

**January, 2004**

**TO: ALL VOLVO RETAILERS - US & CANADA**  
**RE: RECALL CAMPAIGN 128**

Volvo has decided that a defect related to motor vehicle safety exists in the fuel rail of certain model year 2003 and 2004 S40 and V40 vehicles.

In some cases, the service nipple of the fuel rail, which distributes fuel into the engine, may come loose due to an improper weld. When this occurs, a fuel odor may be present and fuel leakage is possible.

The corrective action will be to install a clamp to the fuel rail to secure the service nipple, and in rare cases, the fuel rail may be replaced.

Recall Campaign 128 affects 14,729 vehicles in the US and 2,279 vehicles in Canada.

**OWNER NOTIFICATION**

A notification letter will be sent to the owners of all potentially affected vehicles during the week of January 19, 2004.

**RETAILER RESPONSIBILITIES**

Retailers must perform this 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 important campaign work. Your regional representative will follow up to ensure that this campaign is proceeding smoothly.

A complete description of the campaign requirements and claim submission procedures will be sent under separate cover to your Service Manager. A "Retailer Vehicle Campaign List" will be sent under separate cover identifying the specific vehicles, retailed by your facility, that are eligible for this campaign. It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Service Manager Bulletin 23-128
- Service Bulletin 23-0063
- Owner Notification Letter
- Parts Bulletin 23-128

Your cooperation in completing this important campaign is greatly appreciated

Drive Safely,

Volvo Cars of North America LLC/Volvo Cars of Canada Ltd.

<b>VOLVO</b>				TITLE:		GROUP:	NO:	
				Recall Campaign 128		23	128	
<b>Service Manager Bulletin</b>				Fuel Rail S40/V40 mdl. Yr: 2003/ 2004		ISSUING DEPARTMENT: <b>Warranty</b>		
				REFERENCE BULLETINS: PB 23-128 SB 23-0083		CARMARKET: <b>North America</b>		
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	DATE:		YEAR	MONTH	DAY
				2004		01	13	
<b>Page 1 of 3</b>								

### BULLETIN REFERENCE

- A. RECALL CAMPAIGN 128 DESCRIPTION
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- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. CAMPAIGN REIMBURSEMENT PROCEDURES
- H. TECHNICIAN COMPETENCY REQUIREMENTS
- I. RETAILER ALLOWANCE
- J. CUSTOMER REIMBURSEMENT

#### A. RECALL CAMPAIGN 128 DESCRIPTION

Volvo has decided that a defect related to motor vehicle safety exists in the fuel rail of certain model year 2003 and 2004 S40 and V40 vehicles.

In some cases, the service nipple for the fuel rail, which distributes fuel into the engine, may come loose due to an improper weld. When this occurs, a fuel odor may be present and fuel leakage is possible.

The corrective action will be to install a clamp to the fuel rail to secure the service nipple, and in rare cases, the fuel rail may be replaced.

Recall Campaign 128 affects 14,729 vehicles US and 2,279 vehicles in Canada are affected.

#### B. VEHICLES INVOLVED

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

**"Fixed Right — First Time"**



Vehicle eligibility should be confirmed:

- 1) Inquire via VEN or VRC<sup>2</sup> -- Vehicle Warranty where the message "RECALL CAMPAIGN 128 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 or Service Campaign or Service Upgrade repairs should be completed.

#### C. PARTS INFORMATION / PARTS RETURN

Part Number	Part Description	Model	Qty
30684385	Clamp Kit	S40/V40	1
1161053 or 1161075	Nut Lock		0.1
30684387	Fuel Pipe	S40/V40	1 (Only In Rare Cases)

#### PARTS RETURN

Parts are **NOT** required to be returned for repairs done in accordance with this campaign.

#### D. OWNER NOTIFICATION

During the week of January 19th, an announcement letter will be mailed directly to the owners of the affected vehicles. A copy of the letter is included.

#### E. VEHICLES IN RETAILER INVENTORY

All vehicles in retailer's inventory and qualifying for this Recall 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 work covered under Recall Campaign 128 is free of charge to the owner.

Your Aftersales Market Manager will follow up to ensure that this service campaign is proceeding smoothly.

#### G. CAMPAIGN REIMBURSEMENT PROCEDURES

Claims for inspection **ONLY** be submitted using the short form application. A repair code has been established for this repair that will automatically reimburse the retailer for the proper labor amount for each claim.

#### H. TECHNICIAN COMPETENCY REQUIREMENTS

The technician competency requirement for this campaign repair is: LEVEL 1 (inspect/install clamp kit)  
LEVEL 2 (inspect/install fuel rail)

**I. RETAILER ALLOWANCE**

<b><u>Claim Type</u></b>	<b><u>Veh Model</u></b>	<b><u>Repair Code</u></b>	<b><u>Repair Description</u></b>	<b><u>Labor Time</u></b>	<b><u>Parts Amount</u></b>
128	S40/V40	02	Inspect/install Clamp kit	0.4	US: \$ 3.41 CAN: \$ 4.50
128	S40/V40	03	Inspect/install Fuel Rail	0.9	US: \$ 66.86 CAN: \$ 89.70

**J. CUSTOMER REIMBURSEMENT**

Please follow the instructions as outlined in the WARRANTY POLICY & PROCEDURES MANUAL, 6.4.

Section	Group	No.	Year	Month
2	23	0063	04	01

## Recall Campaign No. 128 — Fuel Rail

### Background

In some cases, the service nipple of the fuel rail, which distributes fuel into the engine, may come loose due to an improper weld. When this occurs, a fuel odor may be present and fuel leakage is possible. The corrective action will be to install a clamp to the fuel rail to secure the service nipple, and if necessary, replacing the fuel rail.

### Material

Description	Quantity	Part No.
Kit	1	30664385
Loctite	0.1	1161076 or 1161053

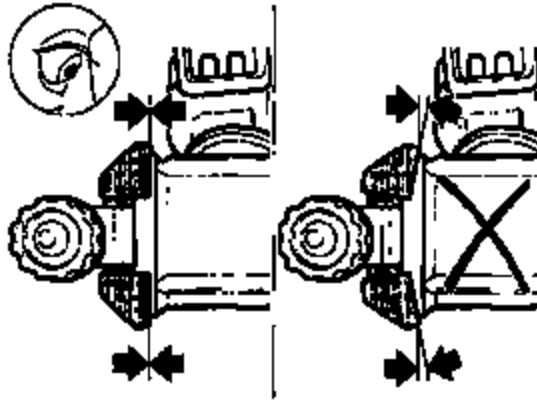
**"Fixed Right - First Time"**

Service personnel: Please circulate, read and initial

Service Manager	Parts Manager	Workshop Manager	Workshop Foreman	Service Technicians					

## Injector and delivery pipe

### Check fuel rail and install clamp



K2302141

#### Checking installation of the service nipple

1

Check the mounting of the service nipple on the fuel rail. Visually check the mounting of the end cover.

The end cover must be in line with the end of the fuel rail as illustrated.

If the end cover is in line with the fuel pipe; Continue with step 2.

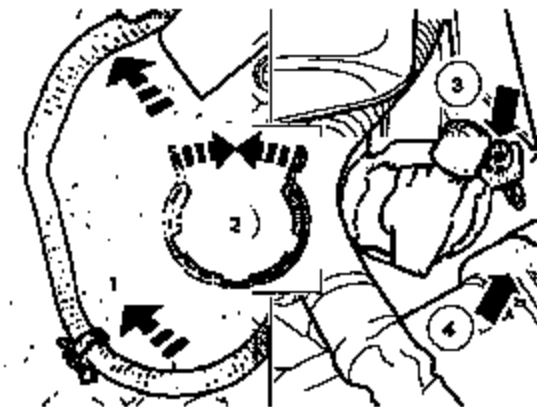
If end cover is not in line with the fuel rail, replace the fuel rail. See VADIS:

Section 23

Fuel system

Components replacing, Injectors replacing.

Transfer all parts required.



K2302146

#### Install the additional clamp

2

Slide the cable harness through the clip (1) to the rear for better access.

Press the new clamp together. Position the lips of the clamp together by bending (2).

Place the clamp (3), with the broad side, towards the service nipple, over the connection. See illustration.

Position the clamp (note the opening for the extra rib) as illustrated.

Apply thread locking compound (Loctite) on the screw before fitting. Install the torx screw (T25) . Tighten to 3 Nm.

**Caution:** Ensure that the screw does not come in contact with the radiator hose or hose clamp (4).

Reposition the cable harness.

**Caution:** In case of reassembling it is not allowed to reuse the screw or the clamp.

**VOLVO**

Nothing can replace them.

# Parts Bulletin

<b>SUBJECT</b> Recall 128 – Fuel Rail MY 03-04 S/V40				<b>GROUP</b> 23		<b>NO</b> 128	
<b>COPY TO / CIRCULATIONS (PLEASE INITIAL)</b>				<b>MARKET</b> North America		<b>PAGE</b> 1 of 1	
<b>GENERAL MGR</b>	<b>PARTS MGR</b>	<b>SERVICE MGR</b>	<b>SALES MGR</b>	<b>DATE</b>	<b>YEAR</b>	<b>MONTH</b>	<b>DAY</b>
					2004	01	13

Volvo Cars of North America, LLC and Volvo Cars of Canada, Ltd have determined that certain MY2003 – 2004 S/V40 vehicles may have a defect in the fuel rail. Under certain circumstances the service nipple for the fuel rail may come loose due to improper weld. When this occurs, a strong fuel odor may be present and it is possible that fuel could leak.

The corrective action will be to install a clamp to the fuel rail to secure the service nipple.

Approximately 14,729 vehicles in the US and 2,279 vehicles in Canada may be affected.

The following part numbers apply:

Part Number	Description	Qty
30684385	Clamp kit	1.0
1161053 or 1161075	Loctite	0.1
30684387	Fuel rail (only replaced in rare cases)	1.0

An initial allocation of the clamp kit, representing 40% of the vehicles retailed or in stock at your facility, one loctite bottle and one fuel rail (should it be required in rare cases) will be made starting on or about the week of January 12, 2004. After this one time allocation you may order additional quantities using normal ordering procedures.

**"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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January 6, 2004

Vehicles Affected: All XK8

Model Year: 1997 thru 2003

JAGUAR CARS  
555 MACARTHUR BOULEVARD  
MAHWAH, NEW JERSEY 07430-2327  
TELEPHONE: (201) 818-8500  
FAX: (201) 818-9770

**RE: R842 Recall Action - Missing Owner Handbook Headlamp Alignment Information**

Dear Jaguar Owner

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Jaguar Cars has decided that the Operator's Handbook provided with certain Model Year 1997 through 2003 XK8 vehicles does not conform to the requirements of Federal Motor Vehicle Safety Standard No. 108, "Lamps, Reflective Devices, and Associated Equipment." The information covering the required headlamp aiming instructions is missing from the Owner Handbook of these vehicles. Therefore, Jaguar Cars is conducting this Recall Action to correct this non-compliance. If you are a recipient of this notice, and an owner of one of the above vehicles, this letter is to inform you that your vehicle is included in this Recall Action.

**What is the problem?**

The Owner Handbook is missing the information required for correctly aiming the headlamps in the event that a lamp must be replaced. This information is necessary when someone other than an authorized Jaguar Retailer replaces a headlamp assembly in order to ensure proper headlamp aim. An improperly aimed headlamp may provide less effective roadway illumination or may cause increased glare to oncoming vehicles. The headlamps of your vehicle do not need to be re-aimed if only a bulb is replaced. Alignment is only required when a complete headlamp assembly has been installed on the vehicle.

**What will Jaguar Cars do?**

Jaguar Cars has enclosed with this notice an insert for the Owner Handbook that contains the required information for proper alignment of the headlamps.

**What should you do?**

Please add these instructions into the pouch of the Owner Handbook for future reference when required. There is no need to schedule an appointment with a Jaguar Retailer in order to complete this Recall Action.

**Where is the closest Jaguar Retailer?**

Should you have any questions regarding this Recall Action or need assistance in locating your nearest authorized Jaguar Retailer please contact the Jaguar Customer Relationship Center on: 1-800-4-JAGUAR (1-800-452-4827) or by e-mail: [jaguarowner@jaguar.com](mailto:jaguarowner@jaguar.com). You may also contact Jaguar Cars via mail at:

Jaguar Cars  
555 MacArthur Blvd  
Mahwah NJ 07430-2327  
Attn: Customer Relationship Center

If you prefer, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236

**Moved or no longer own a Jaguar?**

Please fill out the enclosed card and return it to Jaguar Cars by simply putting it in the mail.

If you are unable to perform this action please contact the nearest authorized Jaguar Retailer for assistance.

Sincerely,

Benjamin I. Weiner  
Customer Satisfaction Manager



## **IMPORTANT RECALL NOTICE**

**[RECALL 128: FUEL RAIL  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES]**

January 2004

Dear Volvo Customer:

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 has decided that a defect related to motor vehicle safety exists in the fuel rail of certain model year 2003 and 2004 S40 and V40 vehicles.

In some cases, the service nipple of the fuel rail, which distributes fuel into the engine, may come loose due to an improper weld. When this occurs, a fuel odor may be present and it is possible the fuel could leak, resulting in a vehicle fire.

The corrective action will be to install a clamp to the fuel rail to secure the service nipple. In rare cases, the fuel rail may be replaced.

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

As with any combustible fluid, a fuel leak can be very dangerous when in contact with an ignition source. Given the nature of this defect, we strongly advise contacting an authorized Volvo retailer and having this recall performed as soon as possible. This procedure will be completed at no cost and will take approximately 1 hour. 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, Volvo will honor your receipt with a refund. Please contact your Volvo retailer 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 at 7 Volvo Drive Rockleigh, New Jersey 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 7:00 P.M. Eastern Time. You may also e-mail us at [customercare@volvocars.com](mailto:customercare@volvocars.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 Auto Safety Hotline at 1-888-327-4236 or write to NHTSA at 400 Seventh Street SW, 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,

Eunice Stern

Manager, Customer Care

Please note: According to Insurance Institute for Highway Safety President Brian O'Neill, "It is very important that owners of vehicles in which safety-related problems have been identified take those vehicles back to dealerships as soon as they receive notice of a recall or service campaign. Such notices should not be ignored or taken lightly. There is just no reason to drive around in a vehicle with a safety-related defect."