

February, 2004

TO: ALL VOLVO RETAILERS - US & CANADA
RE: RECALL CAMPAIGN 133

Volvo Cars has decided that a defect related to motor vehicle safety exists in certain model year 2004 S60, V70 and S80 vehicles.

The ball joint (SEMS) nut, securing the front control arm to the spindle, may lose its initial tension. This defect may cause the steering wheel to go out of alignment, potentially leading to front end suspension noise. Under certain driving conditions, the vehicle may become less responsive and the driver may experience steering wheel play. In rare cases, the control arm and spindle could separate.

The corrective action will be to secure a modified nut to the spindle with increased torque.

Recall Campaign 133 affects 28,356 vehicles in the US and 2,287 vehicles in Canada.

OWNER NOTIFICATION

A notification letter will be sent to the owners of all potentially affected vehicles during the week of February 16, 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 follow.

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 61-133
- Service Bulletin 61-0013
- Parts Bulletin 61-133
- Owner Notification Letter

Your cooperation in completing this important campaign is greatly appreciated.

Drive Safely,

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

<h1 style="text-align: center;">VOLVO</h1> <h2 style="text-align: center;">Service Manager Bulletin</h2>				TITLE:		GROUP:	NO:
				Recall Campaign 133 Ball Joint SEMS Nut S60, V70, S80 Mdl. Yr: 2004		81	133
						ISSUING DEPARTMENT:	
				Warranty			
CARMARKET:		North America					
REFERENCE BULLETINS:		DATE:					
PB61-133 SB61-0013		YEAR 2004	MONTH 02	DAY 02			
Service Personnel: read and initial.		Page 1 of 3					

BULLETIN REFERENCE

- A. RECALL 133 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 133 DESCRIPTION

Volvo Cars of North America, LLC and Volvo Cars of Canada, Ltd has decided that a defect related to motor vehicle safety exists in certain model year 2004 S60, V70 and S80 Volvo cars. The ball joint (SEMS) nut securing the front control arm to the spindle may lose its initial axial tension. This defect may cause the steering wheel to go out of alignment, potentially leading to front end suspension noise. Under certain driving conditions, the vehicle may become less responsive and the driver may experience steering wheel play. In rare cases, the control arm and spindle could separate.

The corrective action will be to secure a modified SEMS nut to the spindle with increased torque. Approximately 28,356 vehicles in the US and 2,287 in Canada may be affected.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS SERVICE UPGRADE.

"Fixed Right -- First Time"



Vehicle eligibility should be confirmed:

- Inquire via VEN or VRC² - Vehicle Warranty where the message "RECALL CAMPAIGN 133 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.

RETAILER VEHICLE CAMPAIGN LIST

"A Retailer Vehicle Campaign List" will be sent separately identifying the specific vehicles eligible for this campaign. This list details all affected vehicles that are on record as being retailed or currently in stock at your facility. This Vehicle Campaign List will be the only written material you will receive from Volvo.

C. PARTS INFORMATION / PARTS RETURN

Part Number	Part Description	Qty
30714151	SEMS Nut	2

PARTS RETURN

Parts are not required to be returned.

D. OWNER NOTIFICATION

During the week of February 16th, 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 campaign work covered under Recall Campaign 133 is free of charge to the owner. In the event that the original announcement letter is lost or misplaced, the owner is not to be refused this important campaign work. Your Aftersales Area Manager will follow up to ensure that this campaign is proceeding smoothly.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

All claims should 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 and parts amount for each claim.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 1

I. RETAILER ALLOWANCE

<u>Claim Type</u>	<u>Repair Code</u>	<u>Repair Description</u>	<u>Labor Time</u>	<u>Part Amount</u>
133	02	SEMS Nut - Replace 2 sides	0.4 hrs	US: \$ 2.94 CA: \$ 3.80

Ball joint nuts in front control arms

Background

Volvo Cars has decided that a defect related to motor vehicle safety exists in certain model year 2004 S60, V70 (01-) and S80 Volvo cars. The ball joint (SEMS) nut securing the front control arm to the spindle may lose its initial tension. This defect may cause the steering wheel to go out of alignment, potentially leading to front end suspension noise. Under certain driving conditions, the vehicle may become less responsive and the driver may experience steering wheel play. In rare cases, the control arm and spindle could separate. The corrective action will be to secure a modified ball joint (SEMS) nut to the spindle with increased torque.

Competence requirement

Volvo Level 1 Technician

Material

Description	Quantity	Part No.
SEMS nut	2	30714151

Special tool

Description	Part No.	Tool specification
Angle gauge	951 2050 or equivalent	*
Socket	996 6500	Volvo special tool
Torx 40, Long version	951 2827 or equivalent	Torx 40, 70 mm or longer *

* Use the specified or corresponding tool

"Fixed Right - First Time"

Service personnel: Please circulate, read and initial

Service Manager	Parts Manager	Workshop Manager	Workshop Foreman	Service Technicians							

Front axel member, control arm

Ball joint nuts in front control arms, replacing

1

Replacing the ball joint nut

Note! Replace on both sides.

Remove the front wheels.

Caution! The ball joint pinion must not rotate. Use a Torx wrench as a counter hold so that the rubber boot is not damaged.

Remove the nut on the control arm.



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2

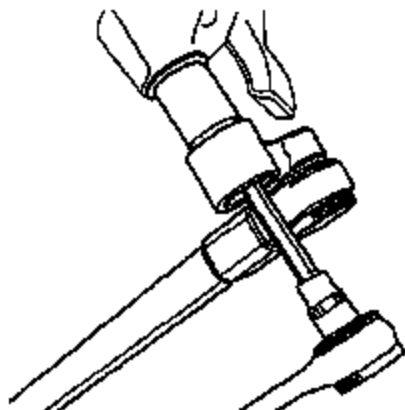
Torque tightening

Install a new nut.

Caution! The ball joint pinion must not rotate. Use special tool 961 2827 (torx 40 long version) as a counterhold to prevent damaging the rubber boot.

Tighten the joint. Tighten to 80 Nm. Using the torx 40 as the counterhold.

Then continue with angle-tightening. See step 3.



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Installing the ball joint nut, angle-tightening

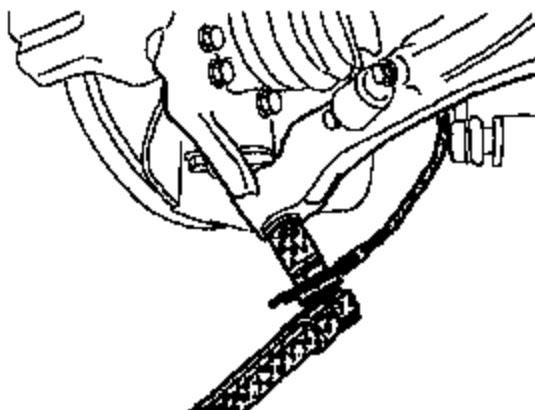
Angle-tighten 35°. Use angle gauge 961 2060.

Note! A counterhold is not required when angle tightening if the joint has been tightened to 50 Nm. Because the friction between the ball joint and control arm is greater than between the ball joint nut and threads.

Install the wheels.

Tighten to 140 Nm.

See VADIS.



J361024-01

VOLVO

Nothing can replace them.

Parts Bulletin

SUBJECT Recall 133 – Ball Joint Nut in Front Control Arm MY 2004 S60/V70/S80				GROUP 61		NO 133	
				MARKET North America		PAGE 1 of 1	
COPY TO / CIRCULATIONS (PLEASE INITIAL)							
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
					2004	02	02

Volvo Cars of North America, LLC and Volvo Cars of Canada, LTD have decided that a defect related to motor vehicle safety exists in certain model year 2004 S60, V70 and S80 vehicles. The ball joint (SEMS) nut, securing the front control arm to the spindle, may lose its initial tension. This defect may cause the steering wheel to go out of alignment, potentially leading to front end suspension noise. Under certain driving conditions, the vehicle may become less responsive and the driver may experience steering wheel play. In rare cases, the control arm and spindle could separate.

The corrective action will be to secure a modified ball joint (SEMS) nut to the spindle with increased torque.

Approximately 28,356 vehicles in the US and 2,287 vehicles in Canada may be affected.

The following part numbers apply:

Part Number	Description	Qty
30714151	SEMS Nut	2

An initial allocation of the SEMS nut, representing 40% of the vehicles retailed or in stock at your retail facility will be made starting on or about February 4th, 2004. After this one time allocation you may order additional quantities using normal ordering procedure.

"Fixed Right — First Time"



Printed in USA on recycled paper containing a minimum of 60% wastepaper and 10% post-consumer waste.
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IMPORTANT RECALL NOTICE

**[RECALL 133: BALL JOINT SEMS NUT
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]**

February 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 certain model year 2004 S60, V70 and S80 Volvo cars. The nut securing the front control arm to the spindle may lose its initial axial tension. This defect may cause the steering wheel to go out of alignment, potentially leading to front end suspension noise. Under certain driving conditions, the vehicle may become less responsive and the driver may experience steering wheel play. If this occurs, it is possible that the control arm and spindle could separate, which could result in a crash.

The corrective action will be to secure a modified nut to the spindle with increased torque.

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 20 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, 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.

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. The address is 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."