

**January, 2005**

**TO: ALL VOLVO RETAILERS – UNITED STATES**

**RE: RECALL CAMPAIGN 142-USA: HEADLIGHT SWITCH - INSPECT / REPLACE**

**NOTE:** This Recall Campaign is an extension of the original recall number 94.

Volvo Cars of North America, LLC (Volvo) has determined that in certain MY1998 - 2000 S70, V70, V70XC and C70 Volvo Vehicles, the Headlight Switch (Master Light Switch) may cease to function. In such cases the headlights may not operate properly, which may result in intermittent headlight function or no headlight function.

The corrective action will be as follows:

The corrective action will be inspect the version of, and if necessary replace the headlight switch with one of improved design.

Recall Campaign 142 affects approximately 97,000 vehicles in the U.S.

Please check VRC2 for specific vehicle eligibility.

**NOTE:** This is important for all campaigns but extremely important for this campaign especially since it is estimated that 50% of the affected vehicles have already been repaired.

#### **OWNER NOTIFICATION**

Owner notification is scheduled to begin the week of January 24, 2005.

#### **RETAILER RESPONSIBILITIES**

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

A complete description of the recall 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 36-142B
- Parts Bulletin 36-142B
- TNN 36-142B
- Owner Notification Letter

Your cooperation in completing this important recall 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: 36	NO: 142B		
				<b>Recall Campaign 142: Headlight Switch - Inspect / Replace</b>		ISSUING DEPARTMENT: <b>Warranty</b>			
REFERENCE BULLETINS: <b>PB 36-142B TNN 36-142B</b>		CARMARKET: <b>United States</b>							
		SERVICE PERSONNEL: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;">SERVICE MANAGER</td> <td style="width: 25%; text-align: center;">SERVICE WRITER</td> <td style="width: 25%; text-align: center;">WARRANTY ADMINISTRATOR</td> </tr> <tr> <td style="height: 20px;"> </td> <td> </td> <td> </td> </tr> </table>		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR			
SERVICE MANAGER	SERVICE WRITER			WARRANTY ADMINISTRATOR					
Service Personnel: read and initial.		YEAR    MONTH    DAY							
		<b>2005    01    14</b>							
Service Personnel: read and initial.		<b>Page 1 of 3</b>							

**BULLETIN REFERENCE**

- A. RECALL CAMPAIGN 142 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
- J. CUSTOMER REIMBURSEMENT

**A. RECALL CAMPAIGN 142 DESCRIPTION**

Volvo Cars of North America, LLC (Volvo) has determined that in certain MY1998 - 2000 S70, V70, V70XC and C70 Volvo Vehicles, the Headlight Switch (Master Light Switch) may cease to function. In such cases the headlights may not operate properly, which may result in intermittent headlight function or no headlight function.

The corrective action will be inspect the version of, and if necessary replace the headlight switch with one of improved design. Refer to TNN# 36-142B for the inspection process.

Recall Campaign 142 affects approximately 97,000 vehicles in the U.S.

**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 via VEN or VRC<sup>2</sup> - Vehicle Warranty where the message "RECALL CAMPAIGN 142 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 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 recall.

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

Please refer to Parts Bulletin # 36-142B.

##### **PARTS RETURN**

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

#### **D. OWNER NOTIFICATION**

##### **Customer Notification Launch Schedule**

Owner notification is scheduled to begin the week of January 24, 2005.

#### **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 142 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 Regional Representative 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.

#### **H. TECHNICIAN COMPETENCY REQUIREMENT**

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

**I. RETAILER ALLOWANCE**

Parts and labor reimbursement amounts are effective at time of release and may change in the future.

<u>Claim Type</u>	<u>Repair Code</u>	<u>Repair Description</u>	<u>Labor Time</u>	<u>U.S. Part Allowance</u>
R34058	01	CHECK SWITCH	0.2	
R34058	02	REPLACE SWITCH	0.2	\$23.44

**J. CUSTOMER REIMBURSEMENT**

Please follow the instructions as outlined in the Warranty Policy and Procedures Manual chapter 6, page 6.4.

# Tech-Net Notes

"Fixed Right – First Time"

Volvo Technicians, Service and Parts Managers

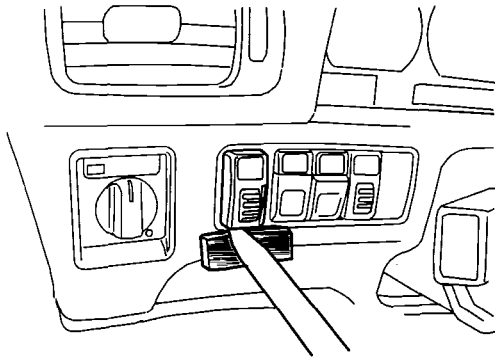
NO: 36-142B  
DATE: 01/14/05  
MODEL: S70, C70, V70 and V70XC  
M. YEAR: 1998 – 2000  
CHASSIS: 872-0002678-0020535  
873-0519898-0609561  
874-0519898-0609561  
874-0520734-0626961  
874-0520876-0574409  
875-0480165-0640100  
875-0480203-0550912  
876-0480165-0640100  
*(NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY)*  
SUBJECT: Recall Campaign 142-USA: MASTER LIGHT SWITCH-  
INSPECT/REPLACE  
REFERENCE: SMB 36-142B, PB 36-142B, VADIS

**DESCRIPTION:** Volvo Cars of North America, LLC (Volvo) has determined that in certain MY1998 - 2000 S70, V70, V70XC and C70 Volvo Vehicles, the Master Light Switch may cease to function. In such case the headlights may not operate properly, which may result in intermittent headlight function or no headlight function.

**NOTE:** This Recall Campaign is an extension of the original recall number 94.

Material	Quantity	Part No.
Light switch, USA	1	8601773

**SERVICE:**



A3602582

1.

**Remove the switch**

Switch off the ignition.

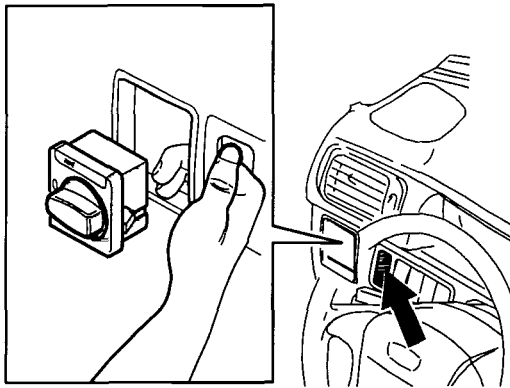
Remove the switch closest to the light switch.

Carefully insert a plastic weatherstrip tool between the panel and the lower edge of the toggle switch. Carefully pry outwards until it is possible to grip the connector socket with your fingers. Pull the connector socket out.

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**Note!** Use shims so that the surrounding panel is not damaged.

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A3602525

2.

**Remove the light switch**

Position a finger behind the light switch and push it out.

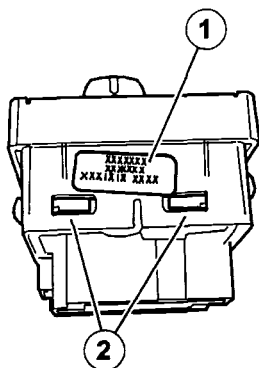
3.

### Check the light switch

Read the number (1) on the top of the light switch

**The correct number is one of the following:**

8622022  
8622023  
8622024  
8622027  
8622028  
8622029  
8601772  
8601773  
8601774  
8601777  
8601778  
8601779

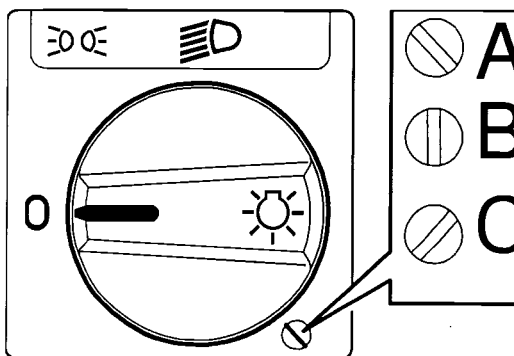


If the number is included in the above list, check that the four mounting lugs (2) (two on the top and two on the bottom), which hold the light switch together, were not damaged during removal.

If the number is included in the above list and the mounting lugs are intact then the light switch and the switch must be reinstalled.

If the number is not included in the above list, or if one or more of the mounting lugs has cracked during removal, then the light switch must be replaced.

A3603739



4.

### Market adaptation of the light switch

When replacing the light switch, the new light switch must be adapted for the market. This is done using the adjusting screw down in the right-hand corner.

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**Note!** The light switch for Canada cannot be reset.

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Press and turn the selector on the light switch to the required position.

**Position A:** Dipped beam off when the ignition is on and the light switch is in position 0.

**Position B:** Dipped beam on when the ignition is on and the light switch is in position 0.

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**Note!** The light switch must be adjusted in accordance with the market code for the vehicle. See the table in step 5.

If the setting differs from the replaced light switch then the customer must be informed accordingly.

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A3602582



**Explanation to market adaptation of daytime running lights.**

**Ignition on:**

**A:** All vehicles apart from those with market code

30-USA excluding California, 31-California, 10-Sweden, 11-Norway, 13-Finland, 15-Great Britain, 20-Belgium, 39-Canada.

0 Dipped beam Off  
P-light Dipped beam Off  
Dipped beam Dipped beam On

**B:** For vehicles with market code 30-USA excluding California, 31-California, 10-Sweden, 11-Norway, 13-Finland, 15-Great Britain, 20-Belgium.

0 Dipped beam On  
P-light Dipped beam Off  
Dipped beam Dipped beam On

**C:** Not used

0 Dipped beam On  
P-light Dipped beam On  
Dipped beam Dipped beam On

**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



Nothing can replace them.

# Parts Bulletin

SUBJECT <b>Recall Campaign 142 USA: Headlight Switch - Inspect/ Replace MY1998 - 2000 S70, V70, V70XC and C70</b>				GROUP <b>36</b>		NO <b>142B</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>2005</b>	<b>01</b>	<b>14</b>

**Reference Bulletin: SMB 36 -142B, TNN 36 – 142B**

Volvo Cars of North America, LLC (Volvo) has determined that in certain MY1998 - 2000 S70, V70, V70XC and C70 vehicles, the Headlight Switch (Master Light Switch) may cease to function. In such cases the headlights may not operate properly, which may result in intermittent headlight function or no headlight function.

The corrective action will be to inspect the version of, and if necessary replace the headlight switch with one of improved design. Refer to TNN 36-142B for the inspection process.

Recall Campaign 142 USA affects approximately 97,000 vehicles in the USA.

Note: For Canada refer to Parts Bulletin 36-142A

The following part number applies:

Earlier Version	Description	Qty
8601773	Headlight Switch (USA Only)	1

The allocation amount is based on our estimate of failure of the inspected vehicles. Approximately 50% of the total vehicles inspected will require a light switch replacement. Initial allocation of the light switch, representing 25% of the vehicles retailed at your facility will be made on or about the week of January 17, 2005. The 25% will accommodate 50% of your total affected vehicles. After this one time allocation you may order additional quantities using normal ordering procedures. Note - Please set your DMS to "Manual Order" on this part number so that you may monitor and limit your orders to actual demand.

A complete Vehicle Campaign List will be posted on VRC<sup>2</sup> in the Reports Menu under Service Tab. This list details all affected vehicles that are on record as being retailed or currently in stock at your facility. This report is only current at time of launch and vehicle eligibility must be confirmed via VRC<sup>2</sup>.

**"Fixed Right — First Time"**



## **IMPORTANT RECALL NOTICE**

[RECALL CAMPAIGN 142: HEADLIGHT SWITCH,  
INSPECT/REPLACE  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES]

January 2005

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the 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 headlight switch of certain model year 1998-2000 S70, V70, C70 and V70XC vehicles. In some cases, the connections in the headlight switch may deteriorate. If this occurs, the headlights will not function and a loss of visibility may occur, increasing the risk of a crash.

The corrective action consists of inspecting, and if necessary, replacing the headlight switch with one 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 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, Volvo will honor your receipt with a refund. Please contact your authorized 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 Relations 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.

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 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."