



Volvo Cars of North America, LLC

August 2006

103 SEP 12 11 09 43

TO: ALL VOLVO RETAILERS – US & CANADA
RE: RECALL R156 VOLVO XC90 (MY2003-MY2006) WINDSHIELD WIPER ARM, REDUCED PERFORMANCE

Volvo has decided that a defect related to motor vehicle safety exists in the windshield wiper arm of certain model year 2003, 2004, 2005 and 2006 Volvo XC90 vehicles. If the wiper arm is activated in extreme winter weather conditions without lifting the wiper arms and cleaning the windshield prior to takeoff, the wiper arm might slip on its driveshaft, resulting in an inability to move the wipers from parking position.

The remedy is replacement of the effected parts with reinforced wiper arms and retaining nuts and the introduction of torque angle assembly.

Note: This action affects approximately 122,431 vehicles in the US and 7,908 vehicles in Canada.

OWNER NOTIFICATION

Owner notification is scheduled to begin in late August. However, not all owner letters will be mailed in August. This mailing will occur in stages. Approximately 30,000 owner letters will be mailed at this time. The schedule for the remainder of the mailing will be provided to retailers at a future date.

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
- TNN
- Parts Bulletin
- Owner Notification Letter

Your cooperation in completing this important Service Campaign 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: Recall 156 Windshield Wiper Arm, Reduced Performance		GROUP: 36	NO: 156
				MODEL YEAR 2003-2006 XC90		ISSUING DEPARTMENT: Warranty	
				REFERENCE BULLETINS: TNN# 36-156 PB 36-156 dated 2006-08-30 Supersedes: SMB 36-156 dated 2006-06-06		CARMARKET: United States, Canada	
						DATE: YEAR MONTH DAY 2006 08 30	
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3			

BULLETIN REFERENCE

- A. RECALL CAMPAIGN 156 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 CAMPAIGN 156 DESCRIPTION

Volvo has decided that a defect related to motor vehicle safety exists in the windshield wiper arm of certain model year 2003, 2004, 2005 and 2006 Volvo XC90 vehicles. If the wiper arm is activated in extreme winter weather conditions and without lifting the wiper arms and cleaning the windshield prior to takeoff, the wiper arm might slip on its driveshaft, resulting in an inability to move the wipers from parking position. The remedy is replacement of the affected parts with reinforced wiper arms and retaining nuts and the introduction of torque angle assembly.

Note: This action affects approximately 122,431 vehicles in the US and 7,908 vehicles in Canada.

B. VEHICLES INVOLVED

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

Vehicle eligibility should be confirmed:

- Inquire via VRC² - Vehicle Warranty where the message "RECALL CAMPAIGN 156 INCOMPLETE" will appear for eligible vehicles.

Fixed Right — First Time



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 VRC² 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 VRC² prior to performing this service campaign.

C. PARTS INFORMATION / PARTS RETURN

2003 - 2004 Model Year Vehicles
Driver Side Wiper Arm - Part# 8620839
Pass Side Wiper Arm - Part# 8693600
Flange Nuts Part# 985860 - Qty 2

2005 - 2006 Model Year Vehicles
Driver Side Wiper Arm - Part# 30753817
Pass Side Wiper Arm - Part# 30753819
Flange Nuts Part# 985860 - Qty 2

PARTS RETURN

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

D. OWNER NOTIFICATION

In August, 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 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 156 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 VRC² 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.

H. TECHNICIAN COMPETENCY REQUIREMENT

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

I. RETAILER ALLOWANCE (SHORT FORM APPLICATION)

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>MDL YR</u>	<u>Repair Description</u>	<u>Labor Time</u>
S36025	02	03-04	Wiper Arms X2 replace	0.4
S36025	03	05-06	Wiper Arms X2 replace	0.4

Tech-Net Notes

"Fixed Right - First Time"

Volvo Technicians, Service and Parts Managers

NO: 36-156
DATE: 08-30-2006
MODEL: XC90
M. YEAR: 2003 000690-022529
2004 032000-132313
2005 134000-219020
2006 224000-261399

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY IN VRC2 PRIOR TO BEGINNING RECALL CAMPAIGN REPAIRS.

SUBJECT: Recall 156 Windshield wiper arm, reduced performance
REFERENCE: VIDA, SMB 36-156, PB 36-156

Note: This TNN superseded the previous 36-156, dated 6-06-2006. Please update your files.

DESCRIPTION:

If the wiper arm is activated in extreme winter weather conditions and without lifting the wiper arms and cleaning the windshield prior to takeoff, the wiper arm might slip on its driveshaft, resulting in an inability to move the wipers from parking position

Note! Current replacement instructions in VIDA are incorrect and will be updated.

MATERIAL AND TOOLING:

Description	Quantity	Part No.
Wiper arm (LHD driver's side -2004)	1	8620839
Wiper arm (LHD passenger side -2004)	1	8693600
Wiper arm (LHD driver's side 2005-)	1	30753817
Wiper arm (LHD passenger side 2005-)	1	30753819
Nut	2	985860

Special tooling	Part No.
L-hook	9512943

SERVICE METHOD:

1.

Note! The illustrations may contain some discrepancies, but the essential information is always correct.

2.

Preparations

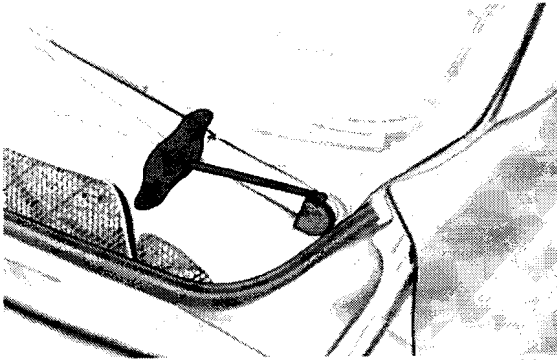
Make sure that the wiper motor is in park mode.

Switch off the ignition.

3.

Remove the protective cover

Remove the protective covers.
Use L-hook 951 2943.

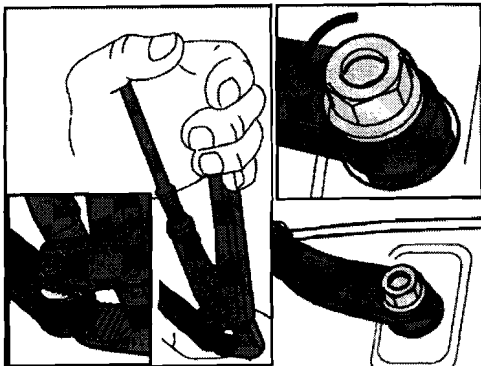


IMG-248067

4.

Remove the wiper arm

Remove the nuts and the wiper arms.

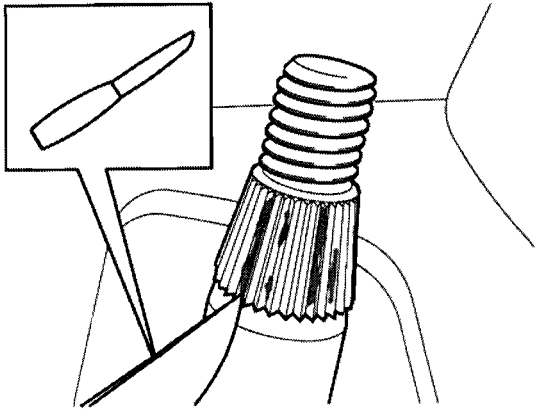


IMG-235573

5.

Cleaning

Caution! The splines of the drive shafts must be free from aluminum residue and dirt.

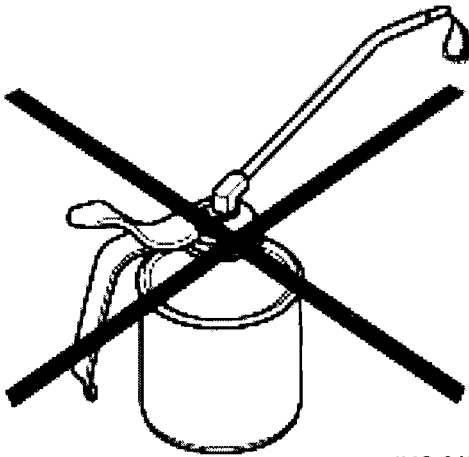


IMG-248064

6.

Caution! The splines and threads of the drive shafts must be completely free from oil products.

Thoroughly wipe clean and dry.



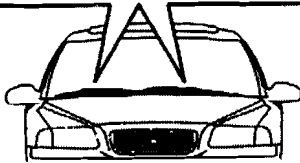
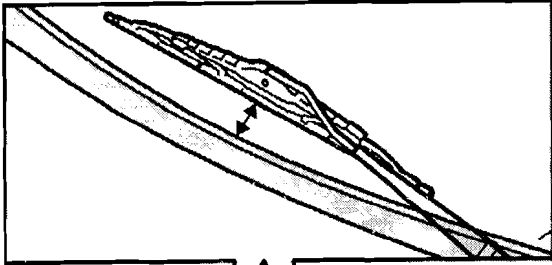
IMG-248225

Install the wiper arm

Transfer the wiper blades to the new wiper arms.

Note! Use new nuts.

Press the wiper arm onto the drive shaft.
Loosely screw the nut in place.
Adjust the wiper arm into the correct position.
See illustration.



Driver's side:

The distance from the center of the wiper blade to the upper edge of the trim strip must be 75 mm.

Passenger side:

The distance from the center of the wiper blade to the upper edge of the trim strip must be 90 mm.

Caution! Hold the wiper arms while tightening the nuts.

Tighten the nuts to 22 Nm + 90° angle.
Fit the protective covers.

D3603089

Follow-up work

Operate the wipers to insure that they function properly

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

Please circulate, read and initial: _____ Svc Mgr _____ Parts Mgr _____ Shop Foreman

_____ TECHS

_____ Warranty Administrator _____ S.Advisors

SUBJECT Recall Campaign 156 - Windshield Wiper Arm, Reduced Performance MY 2003-06 XC90				GROUP 36		NO 156	
				MARKET United States, Canada		PAGE 1 of 2	
COPY TO/ CIRCULATIONS (PLEASE INITIAL)							
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
					2006	08	30

Reference Bulletin SMB 36 -156, TNN 36 -156

Volvo Cars of North America, LLC and Volvo Cars of Canada Corp. (Volvo) have determined that a defect related to motor vehicle safety exists in the windshield wiper arm of certain MY2003-2006 XC90 vehicles. If the wiper arm is activated in extreme winter weather conditions and without lifting the wiper arms and cleaning the windshield prior to takeoff, the wiper arm might slip on its driveshaft, resulting in an inability to move the wipers from parking position.

The corrective action will be the replacement of the affected parts with reinforced wiper arms and retaining nuts and the introduction of torque angle assembly.

Approximately 122,400 vehicles in the US and 7,900 vehicles in Canada may be affected. The owner letters will be sent out in stages. The initial mailing will be sent to 17,000 MY03-04 owners and 14,000 MY05-06 owners.

The following part numbers apply:

Part Number	Description	Qty
8620839	L/H Wiper Arm MY 2003-04	1
8693600	R/H Wiper Arm MY 2003-04	1
30753817	L/H Wiper Arm MY 2005-06	1
30753819	R/H Wiper Arm MY 2005-06	1
985860	Nut (MY 2003-2006)	2

Based on the number of letters sent out in this initial mailing, we will perform an initial allocation of wiper arms and nuts, representing 50% of this limited number of vehicles retailed from your facility. This allocation will be started in the week of Aug 28th, 2006. After this one time allocation, you may order additional quantities using normal ordering procedures. We will notify you before the next mailing of letters, so note that this is for a limited number of vehicles at this time.

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"



SUBJECT Recall Campaign 156 - Windshield Wiper Arm, Reduced Performance MY 2003-06 XC90	GROUP 36	NO 156	DATE 2006-08-30	PAGE 2 of 2
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"A Retailer Campaign List" will be posted on VRC² 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 VRC² prior to performing this service campaign.

IMPORTANT RECALL NOTICE

[RECALL 156: WINDSHIELD WIPER ARMS 2003-2006 XC90
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

August 2006

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 windshield wiper arm of certain model year 2003, 2004, 2005 and 2006 Volvo XC90 vehicles.

If the windshield wiper arm is activated in extreme winter weather conditions, without lifting the wiper arms and cleaning the windshield prior to operation, the wiper arm might slip on its driveshaft, resulting in an inability to move the wipers from parking position. Failure of the wiper arms may cause limited visibility.

The corrective action will be to install reinforced wiper arms and retaining nuts in addition to a torque angle assembly.

Important Note: To ensure proper operation of the windshield wipers under any conditions, particularly ice and snow, please make sure the area around the wipers is free of any debris.

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, 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 7 Volvo Drive, Rockleigh, NJ 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@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 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 Adrian Lund, "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..."