

June 2006

TO: US AND CANADA DEALER PRINCIPALS, SERVICE MANAGERS, PARTS MANAGERS AND SALES MANAGERS
RE: PRELIMINARY SERVICE INFORMATION FOR RECALL 156 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

U.S. DEALERS:

We are sending you this information before formally launching this Recall so that you may perform this recall remedy on involved MY2006 vehicles that remain in your dealer inventory. Due to limited parts availability this campaign is not yet open for remedying MY2003, 2004 or 2005 vehicles. In the event a customer asks about remedying one of these other model year vehicles please contact your local Volvo Field Representative.

CONSUMER INQUIRIES:

We are sending you this information before formally launching this Recall to help you prepare for customer inquiries. Please work with your local Volvo Field representative to handle these consumers.

Tips for handling customer inquiries -

- Inform the customer that letters have not yet been sent. Our intention is to begin to mail letters as soon as we have the parts to perform this recall.
- Explain to the customer that postings to NHTSA's and Transport Canada's websites accurately indicate that there will be a recall but NHTSA / Transport Canada posts their information independent of the manufacturer's timing to initiate the recall.

Note: *It is very important that we properly handle consumers during the early stage of this action.*

COMMUNICATION:

Volvo Cars of North America and Volvo Cars of Canada Corp. provided defect notification concerning Volvo's recall decisions to NHTSA and Transport Canada. NHTSA or Transport Canada post these to their respective websites. Other websites may then copy these postings to their own websites and/or publications. It is possible that customers may contact you upon seeing these postings from NHTSA or another publication.

CORRECTIVE ACTION:

Updated repair and claim instructions are attached and also available on VRC2. Please be advised that current repair instructions may be modified.

PARTS:

We are currently getting parts from the suppliers and will advise you when they are available. You will be notified of all necessary parts involved via parts bulletin. Parts allocation will be done based on the number of owner notification letters for your facility.

Owner notification will be done in conjunction with parts availability and service capacity, a staggered launch is planned for the owner notification process. Parts allocation will be prior to owner notification. We will advise you as to when the owner notification process will begin via VRC² posting (see "Owner Notification" below).

Should you require a wiper arm for an XC90 MY 2003-2006 for normal repair or to remedy a 2006 XC90, you can order a replace wiper arm via normal ordering procedures. Refer to VIDA for proper parts application.

OWNER NOTIFICATION:

The schedule for this owner letter mailing will be provided to retailers at a future date. Not all letters will be mailed at once. It will be a staggered mailing. Vehicle owners will receive letters via first class mail requesting that their vehicle be taken to an authorized Volvo retailer for remedy.

Volvo appreciates your cooperation in providing quality customer care to those owners of vehicles involved in these upcoming recall actions.

Drive Safely,

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

VOLVO				TITLE:		GROUP: 36	NO: 156	
				Recall 156 Windshield Wiper Arm, Reduced Performance		ISSUING DEPARTMENT: Warranty		
Service Manager Bulletin						MODEL YEAR 2003-2006 XC90		CAR MARKET: United States, Canada
				REFERENCE BULLETINS: TNN# 36-156		DATE:		
YEAR	MONTH	DAY						
Service Personnel: read and initial.						2006	06	06
SERVICE MANAGER				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 possible 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 U.S. 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: 06-06-06
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

Note: This TNN superseded the previous 36-50, dated 5-24-05. 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

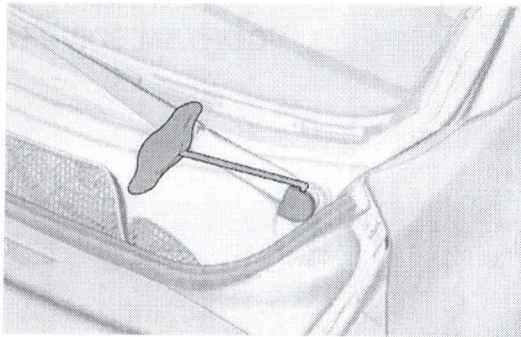
Make sure that the wiper motor is in park mode.

Switch off the ignition.

3.

Remove the protective cover

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

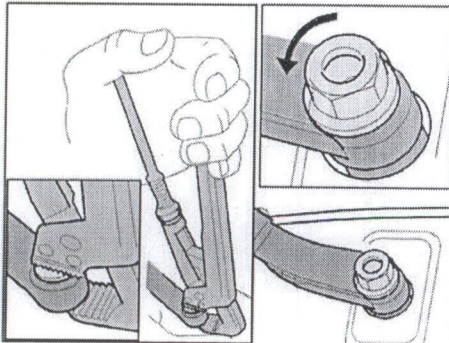


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4.

Remove the wiper arm

Remove the nuts and the wiper arms.

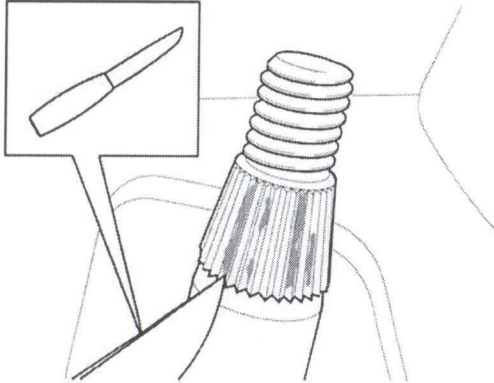


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5.

Cleaning

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

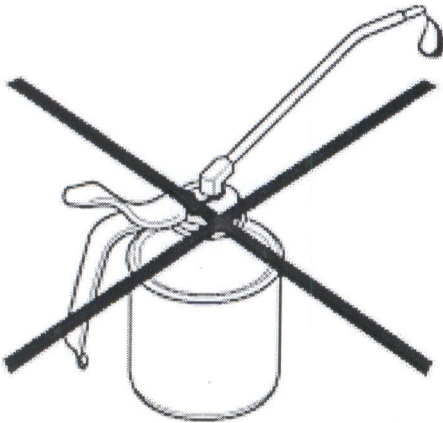


IMG-248064

6.

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

Thoroughly wipe clean and dry.



IMG-248225

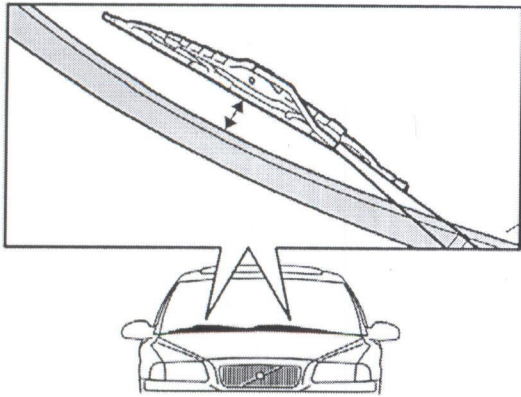
7.

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

8.

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