

RECEIVED

2007 OCT 26 A 10:35

DEFECTS INVESTIGATION
RECALL MGMT DIV.

Volvo Cars of North America, LLC

1 Volvo Drive
Rockleigh, NJ 07647
201-768-7300
www.volvocars.us



Adam Kopstein, Manager
Automotive Safety & Compliance

October 24, 2007

**07V-500
(8 pages)**

Daniel Smith, Associate Administrator Enforcement
National Highway Traffic Safety Administration (NSA-01)
1200 New Jersey Avenue, SE,
West Building, Fourth Floor Washington, DC 20590.

Re: DEFECT INFORMATION REPORT

Dear Mr. Smith,

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Volvo Cars of North America, LLC (Volvo) submits the following information concerning a safety recall program that it is voluntarily initiating.

- 1. Vehicle Manufacturer. Designated Agent
Volvo Car Corporation Volvo Cars of North America
Gothenburg, Sweden Rockleigh, N.J. 07647

- 2. Identification of Vehicles involved
The vehicles involved in this Recall are certain MY2008 V70XC Volvo vehicles. The assembly plants and inclusive dates of manufacture are listed in the chart below; please note that the vehicle chassis numbers reflect global production and not only vehicles available for sale in the United States.

Model	Model Year	Number of cars involved	Assembly Plant(s)	Production dates; Start / End	Chassis Numbers; Start / End
XC70 (08-)	2008	5002	21	2007-04-11 / 2007-10-16	0000328 - 0012705

- 3. Number of Vehicles Potentially Affected.
The number of vehicles potentially affected by this recall in the U.S. is approximately 5,002
- 4. Estimated percentage of Vehicles with the Defect.
This recall remedy will be implemented on 100% of the recalled vehicles.
- 5. Description of the Defect.

Condition: Volvo Car Corporation (VCC) has found two software deviations.

- 1. The inflatable curtain and side impact protection system (SIPS) bag may not to deploy as intended.
- 2. The supplement restraint system (SRS) may light the SRS warning lamp, and display the warning message "SRS Airbag - Service urgent".

Root cause: Software bug.

Symptom/driver experience:

1. Condition 1 can cause a late activation of the Inflatable Curtain and SIPS bag in certain pole like side impact situations.
2. Condition 2 may set a warning message in the DIM, "SRS Airbag - Service urgent" and the SRS warning lamp may be lit.

The supplier contact information:

Bosch **Jason Forcier**
15000 Haggerty Road
Plymouth, Mi 48170
Jason.Forcier@us.bosch.com

6. Chronology of Events.

October 8, 2007	Volvo Investigation
October 19, 2007	Volvo Decision
October 24, 2007	Notification to NHTSA

7. Program for Remedy of Defect.

All involved vehicles will be subject to the recall. Vehicle owners will receive a letter via first class mail. The letter will request that the owner of the vehicle take their vehicle to a Volvo retailer for remedy at no charge. For vehicles remaining in retailer or Volvo inventory, the Recall will be performed prior to sale. The remedy is to update the software in the SRS control module.

8. Copies of Notices, Bulletins, etc.

Volvo has issued notification to all US and Canadian retailers informing them of this Recall on Monday, October 23, 2007. In this notification, retailers are instructed to perform this Recall on any vehicles in dealer inventory prior to sale. Copies of this information package are attached to this communication.

9. Proposed Owner Notification Letter.

A draft copy of Volvo's Owner notification letter is being drafted and will be submitted to the agency shortly.

10. The Manufacturer's Campaign Number.

Volvo has assigned Volvo Campaign Number R184 to this Recall Campaign.

If you have any questions regarding this report please contact me at (201) 768-7300 ext. 7908, email akopstei@volvocars.com

Sincerely yours,

VOLVO CARS OF NORTH AMERICA, LLC.
Customer Service



Adam Kopstein
Manager, Automotive Safety & Compliance

October 2007

TO: ALL VOLVO RETAILERS
RE: RECALL 184

Volvo Cars of North America, LLC (Volvo) and Volvo Cars of Canada Corp. have notified the National Highway Traffic Safety Administration and Transport Canada that we will perform a Voluntary Safety Recall on a limited number of 2008MY XC70s.

Vehicles remaining in retailer inventory must have this Safety Recall 184 performed prior to customer delivery.

Volvo has found that due to an error in the software in the SRS control unit, the Inflatable Curtain (IC) and Side Impact Protection System (SIPS) airbags may not deploy as intended during certain crash situations. The error may also cause the "SRS Airbag - Service urgent" message and SRS warning light to illuminate.

The corrective action will be a software upgrade of the SRS control unit.

Recall 184 affects approximately 3,000 vehicles in the U.S. and 500 in Canada.

OWNER NOTIFICATION

Owner notification is scheduled to begin late October.

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
- Tech Net Note
- Parts Bulletin

Your cooperation in completing this important Recall is greatly appreciated.

Drive Safely,

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

VOLVO				TITLE:		GROUP: 88	NO: 184	
				RECALL 184 - SRS Software Upgrade 2008 XC70		ISSUING DEPARTMENT: Warranty		
Service Manager Bulletin						REFERENCE BULLETINS: TNN 88-184, PB 88-184		CARMARKET: United States, Canada
				DATE:				
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	YEAR	MONTH	DAY		
				2007	10	23		
							Page 1 of 3	

BULLETIN REFERENCE

- A. RECALL 184 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 184 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) and Volvo Cars of Canada Corp. have decided that a defect related to motor vehicle safety exists in the software in the SRS (Supplemental Restraint System) control unit of certain model 2008 XC70 vehicles.

Due to an error in the software in the SRS control unit, the Inflatable Curtain (IC) and Side Impact Protection System (SIPS) airbags may not deploy as intended during certain crash situations. The error may also cause the "SRS Airbag - Service urgent" message and SRS warning light to illuminate.

The corrective action will be a software upgrade of the SRS control unit. Approximately 3,000 vehicles in the U.S. and 500 in Canada are affected.

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 in VRC² - Vehicle Warranty where the message "RECALL 184 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, 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

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

D. OWNER NOTIFICATION

In late October, 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 184 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 only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2.

I. RETAILER ALLOWANCE

Labor reimbursement is effective at time of release and may change in the future.

<u>Campaign Number</u>	<u>Claim Type</u>	<u>Repair Code</u>	<u>Repair Description</u>	<u>Labor Time</u>
R184	R87094	02	SRS Software Download	0.3

Tech-Net Notes

"Fixed Right – First Time"

Volvo Technicians, Service and Parts Managers

NO: 88-184
DATE: 10-23-2007
MODEL: All New XC70
M. YEAR: 2008
CHASSIS: XC70 000328 – 012705

NOTE: NOT ALL VEHICLES WITHIN THE CHASSIS LIMITATIONS ABOVE ARE AFFECTED. RETAILER MUST CONFIRM VEHICLE ELIGIBILITY IN VRC2 PRIOR TO BEGINNING RECALL CAMPAIGN REPAIRS.

SUBJECT: Recall 184: SRS Control Module
REFERENCE: SMB 88-184, PB 88-184

DESCRIPTION:

Volvo has identified a defect related to motor vehicle safety exists in the software in the SRS (Supplemental Restraint System) control unit of certain model 2008 XV70 vehicles. Due to this, the Inflatable Curtain (IC) and Side Impact Protection System (SIPS) airbags may not deploy as intended in certain crash situations. The error may also cause the Supplemental Restraint System (SRS) to illuminate the SRS warning lamp and display the warning message "SRS AIRBAG - SERVICE URGENT" in the Driver's Information Module (DIM) text display.

SERVICE:

Perform an SRS software upgrade, P/N 30773481.

VOLVO for life

Volvo Cars of North America, LLC

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

_____ TECHS

_____ Warranty Administrator _____ S. Advisors



Nothing can replace them.

Parts Bulletin

SUBJECT Recall 184 - SRS Software upgrade MY 2008 XC70				GROUP 88		NO 184	
				MARKET United States, Canada		PAGE 1 of 1	
COPY TO / CIRCULATIONS (PLEASE INITIAL)							
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
				2007	10	23	

SOFTWARE ONLY, NO PARTS REQUIRED

Reference Bulletins: SMB 88-184, TNN 88-184

Volvo Cars of North America, LLC (Volvo) and Volvo Cars of Canada Corp. have decided that a defect related to motor vehicle safety exists in the software in the SRS (Supplemental Restraint System) control unit of certain model 2008 XC70 vehicles. Due to an error in the software in the SRS control unit, the Inflatable Curtain (IC) and Side Impact Protection System (SIPS) airbags may not deploy as intended during certain crash situations. The error may also cause the "SRS Airbag - Service urgent" message and SRS warning light to illuminate.

The corrective action will be to upgrade the Supplement Restraint System (SRS) software in these vehicles.

The following software part number applies:

Part Number	Description	Qty
30773481	SRS Upgrade, Recipe ID 816	1

"Fixed Right — First Time"



Printed in USA on recycled paper containing a minimum of 50% wastepaper and 10% post-consumer waste.

© 2007 VOLVO CARS OF NORTH AMERICA, LLC