

**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

<h1 style="margin: 0;">VOLVO</h1> <h2 style="margin: 0;">Service Manager Bulletin</h2>				TITLE:		GROUP: 88	NO: 184
				<b>RECALL 184 - SRS Software Upgrade 2008 XC70</b>		ISSUING DEPARTMENT: <b>Warranty</b>	
REFERENCE BULLETINS:  <b>TNN 88-184, PB 88-184</b>		CARMARKET: <b>United States, Canada</b>					
		SERVICE PERSONNEL: read and initial.		DATE:			
YEAR	MONTH			DAY			
SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	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 VRC<sup>2</sup> - 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 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 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 VRC<sup>2</sup> 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.

<b><u>Campaign Number</u></b>	<b><u>Claim Type</u></b>	<b><u>Repair Code</u></b>	<b><u>Repair Description</u></b>	<b><u>Labor Time</u></b>
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 <b>Recall 184 - SRS Software upgrade MY 2008 XC70</b>				GROUP <b>88</b>		NO <b>184</b>	
				MARKET <b>United States, Canada</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>2007</b>	<b>10</b>	<b>23</b>	

## 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"**



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