



Volvo Cars of North America, LLC

January 2008

TO: ALL VOLVO RETAILERS - US

RE: RECALL 186

Volvo Cars of North America, LLC. (Volvo) has determined that the wheel information label located on the rear driver's side door pillar of certain 2008 XC70 vehicles was printed missing the wheel size (rim) information.

Volvo has decided that certain 2008 XC70 vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 120, "Tire Selection and Rims for Motor Vehicles Other Than Passenger Cars." The wheel information label located on the rear driver's side door pillar was printed missing the wheel size (rim) information.

The remedy is to mail the owner a new FMVSS Certification Label asking the owner to apply the label over the existing label. An instruction sheet for proper application will also be included.

Labels for vehicles that remain in retailer inventory will be sent to the appropriate retailers and must be applied prior to sale.

Note: This recall affects approximately 1,700 vehicles in the US and approximately 150 in Canada.

OWNER NOTIFICATION

Owner notification is scheduled to begin during the month of January. Vehicle owners will receive the correct label and letters with instructions for installation of the correct label.

RETAILER RESPONSIBILITIES

If the owner cannot install the label, they will have the opportunity to visit an authorized Volvo retailer for installation free of charge.

A complete description of the Recall Campaign requirements are attached. It is the retailer's responsibility to review the details provided in these materials with all involved personnel.

- Service Managers Bulletin
- Tech-net Note
- Parts Bulletin

Drive Safely,

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

<h1 style="margin: 0;">VOLVO</h1> <h2 style="margin: 0;">Service Manager Bulletin</h2>				TITLE:		GROUP: 89	NO: 186				
				Recall 186 Tire and Loading Information Label MODEL YEAR 2008 XC70		ISSUING DEPARTMENT: Warranty					
REFERENCE BULLETINS: PB# 89-186 TNN# 89-186		CARMARKET: United States, Canada									
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Service Person- nel: read and initial.</td> <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> <td></td> </tr> </table>		Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR				
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<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">YEAR</td> <td style="width: 33%; text-align: center;">MONTH</td> <td style="width: 33%; text-align: center;">DAY</td> </tr> <tr> <td style="text-align: center;">2008</td> <td style="text-align: center;">01</td> <td style="text-align: center;">18</td> </tr> </table>		YEAR	MONTH	DAY	2008	01	18	Page 1 of 2			
		YEAR	MONTH	DAY							
2008	01	18									

BULLETIN REFERENCE

- A. RECALL CAMPAIGN 186 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. CAMPAIGN REIMBURSEMENT PROCEDURES

A. RECALL CAMPAIGN 186 DESCRIPTION

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 certain MY 2008 XC70 vehicles.

Volvo has found that certain MY 2008 XC70 vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 120 section S5.3.2 Label information, Rims.

Volvo will send owners via U.S. Postal Service First Class mail a letter informing them about this Recall. The owner letter will include a Certification label and the customer will be asked to apply the label over the existing label. An instruction sheet for proper application will also be included. If the owner cannot install the label, they will have the opportunity to visit an authorized Volvo retailer for installation free of charge.

Labels for vehicles that remain in retailer inventory will be sent to the appropriate retailers and must be applied prior to sale.

Owner notification is scheduled to begin late January.

This Recall affects approximately 1,700 Vehicles in the US and approximately 150 in Canada.

"Fixed Right — First Time"



B. VEHICLES INVOLVED

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

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.

C. PARTS INFORMATION / PARTS RETURN

For customers that may have misplaced or never received a label, please follow normal tire label ordering procedures through the Volvo Region Representative.

PARTS RETURN

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

D. OWNER NOTIFICATION

In January, Volvo will begin mailing announcement letters with tire labels 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 186 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/VCCC.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

No claims will be accepted for this Recall.

Tech-Net Notes

"Fixed Right – First Time"

Volvo Technicians, Service and Parts Managers

NO: 89 - 186
DATE: 01-18-2008
MODEL: XC70
M. YEAR: 2008
CHASSIS: 000382-008440
SUBJECT: Certification label, affixing
REFERENCE: SMB 89-186 Parts Bulletin 89-186

Note! If using a printed version of this TNN, first check for the latest online version.

DESCRIPTION:

Missing info on rim specification label.

MATERIAL:

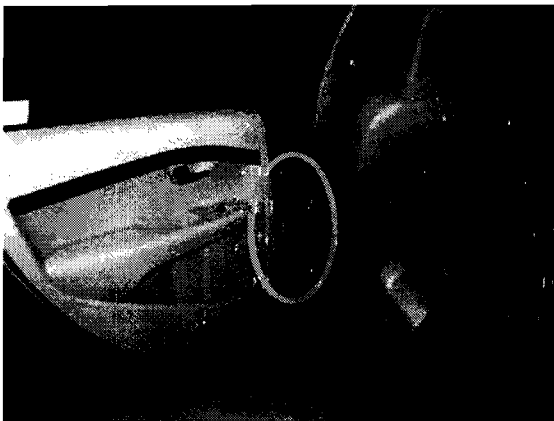
Description	Quantity	Part Number
Sticker	1	30760536

SERVICE:

Clean the existing sticker with a clean dry cloth and install the new sticker over the top of the original as described in the following.

1.

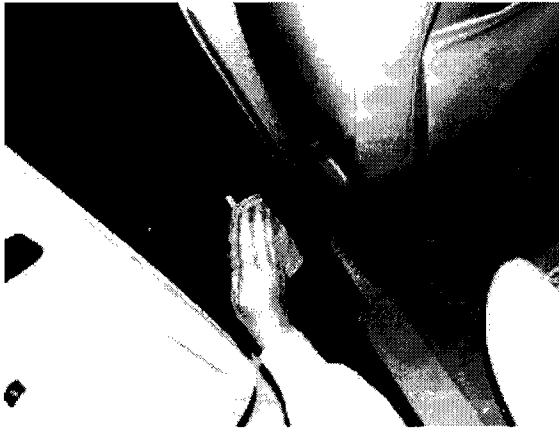
General



The label is found on the inside of the vehicle's left rear door pillar.

2.

Cleaning the label



Clean the existing label with a clean and dry cloth.

3.

Affixing the label



Note! Handle with care, the label may tear if not careful.

Remove the protective backing paper from the reverse of the label.

Align and place the label over the existing one.

Press along the label with your thumb to remove any air bubbles. Start from the middle and press outwards.

Note! Make sure that this area of the vehicle is not washed in the next 48 hours.

WARRANTY CLAIM INFORMATION

LABOR OP	LABOR DESCRIPTION	LABOR TIME
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Claims may be submitted under the new car warranty when there is a documented customer complaint using claim type: 01

VOLVO for life,
Volvo Cars of North America, LLC

Optional: use this section if a printed TNN is circulated:

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

_____ TECHS

_____ Warranty Administrator _____ S. Advisors



Nothing can replace them.

Parts Bulletin

SUBJECT Recall 186 - FMVSS Certification Label MY 2008, XC70				GROUP 89		NO 186	
				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
					2008	01	18

DECALS WILL BE SENT EITHER DIRECTLY TO CUSTOMERS OR TO THE RETAILERS FOR VEHICLES IN RETAILER INVENTORY

Reference Bulletins: SMB 89-186, TNN 89-186

Volvo Cars of North America, LLC (Volvo) and Volvo Cars of Canada Corp. have decided to carry out a recall on a limited number of Volvo 2008 XC70 cars.

VCC has found that the rim information on the certification label is missing. The label is legally required in our market, and must be corrected.

The following decal part number applies and since these labels are VIN specific, these labels are not available through the Distribution Centers and are not able to be ordered through normal ordering procedures:

Part Number	Description	Qty
30760536	FMVSS Label	1

If for some reason this decal gets lost or damaged, please refer to Service Manager Bulletin, group 89, no. 005, VIN Plate and VIN Specific Label Ordering Procedure. Fill out the Label Order Form and fax to the Regional Office fax numbers provided at the bottom of the form.

"Fixed Right — First Time"



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

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IMPORTANT RECALL NOTICE

[CAMPAIGN 186: TIRE AND LOADING INFORMATION LABEL
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

January 2008

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 determined that the wheel information label located on the rear driver's side door pillar of certain 2008 XC70 vehicles was printed missing the wheel size (rim) information.

Volvo has decided that certain 2008 XC70 vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 120, "Tire Selection and Rims for Motor Vehicles Other Than Passenger Cars." The wheel information label located on the rear driver's side door pillar was printed missing the wheel size (rim) information

We are sending you the enclosed label with the correct information to apply using the instructions on the next page, or your authorized Volvo retailer can affix the label for you at no charge.

Important: This label is printed specifically to coincide with your Vehicle Identification Number (VIN)

If the label is lost or damaged, please contact an authorized Volvo retailer for a replacement.

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 1 Volvo Drive,


Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 6:00 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, National Highway Traffic Safety Administration, 1200 New Jersey Ave SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safecar.gov>.

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,

A handwritten signature in cursive script that reads "Richard C. Buchheit".

Rich E. Buchheit
Manager, Customer Support