

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: YEAR MONTH DAY 2007 10 23				
Service Personnel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR					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