



**Volvo Cars of North America, LLC**

**February 2008**

**TO: ALL VOLVO RETAILERS**  
**RE: RECALL 189**

Volvo Cars of North America, LLC. (Volvo) has decided that certain Model Year 2008 XC70 and V70 vehicles equipped with rear Integrated Booster Seats fail to conform to the labeling requirements within Federal Motor Vehicle Safety Standard No. 213 Child Restraint Systems section S5.5.2. Labels on the affected vehicles is missing warning information indicating that "Death or Serious Injury can occur" if manufacturer's instructions are not followed when using child restraint systems.

**This recall pertains only to the warning label secured to the Integrated Booster Seat and does not affect the integrity of the seat itself.**

The corrective action will be to install a new label with the correct warning information.

Recall 189 affects approximately 2,000 vehicles in the US.

**OWNER NOTIFICATION**

Owner notification is scheduled to begin in February.

**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

<h1 style="text-align: center;">VOLVO</h1>				<b>TITLE:</b> Recall 189 Integrated Booster Cushion (IBC) Labels		<b>GROUP:</b> 85	<b>NO:</b> 189
				<b>REFERENCE BULLETINS:</b> PB# 85-189, TNN# 85-189		<b>ISSUING DEPARTMENT:</b> Warranty	
<b>Service          Manager          Bulletin</b>		<b>CAR MARKET:</b> United States				<b>DATE:</b> YEAR    MONTH    DAY 2008    02    13	
		<b>Service          Person-          nel: read          and initial.</b>	<b>SERVICE          MANAGER</b>	<b>SERVICE          WRITER</b>	<b>WARRANTY          ADMINISTRATOR</b>	<b>Page 1 of 3</b>	

## BULLETIN REFERENCE

- A. RECALL CAMPAIGN 189 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 189 DESCRIPTION

Volvo Cars of North America, LLC. (Volvo) has decided that certain Model Year 2008 XC70 and V70 vehicles equipped with rear Integrated Booster Seats fail to conform to the labeling requirements within Federal Motor Vehicle Safety Standard No. 213 Child Restraint Systems section S5.5.2. Labels on the affected vehicles is missing warning information indicating that "Death or Serious Injury can occur" if manufacturer's instructions are not followed when using child restraint systems.

**This recall pertains only to the warning label secured to the Integrated Booster Seat and does not affect the integrity of the seat itself.**

The corrective action will be to install a new label with the correct warning information.

Volvo owners will be notified via First Class mail. The letter will instruct owners to visit an authorized Volvo retailer for label replacement and installation free of charge.

Owner notification is scheduled to begin in February.

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

This Recall affects approximately 2,000 Vehicles in the U.S.

"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 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.

**C. PARTS INFORMATION / PARTS RETURN**

Please refer to Parts Bulletin# 85-189.

**PARTS RETURN**

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

**D. OWNER NOTIFICATION**

In February, 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 189 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/VCCC.

**G. CAMPAIGN REIMBURSEMENT PROCEDURES (SHORT FORM APPLICATION)**

Labor reimbursement allowance 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>
189	R87110	02	Install 2 IBC Labels	0.2

# Tech-Net Notes

"Fixed Right – First Time"

Volvo Technicians, Service and Parts Managers

NO: 85 - 189  
DATE: 2 - 13 - 2008  
MODEL: V70, XC70  
M. YEAR: 2008  
CHASSIS: V70: 000398 - 017127  
XC70: 000382 - 012691

**NOTE; NOT ALL VEHICLES WITHIN THE CHASSIS LIMITATIONS ABOVE ARE AFFECTED. RETALER MUST CONFIRM VEHICLE ELIGIBILITY IN VRC<sup>2</sup> PRIOR TO BEGINNING RECALL REPAIRS.**

SUBJECT: Recall 189, Labels Integrated Booster Cushion (IBC), Replacing  
REFERENCE: SMB 85-189, PB 85-189

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

## DESCRIPTION:

Volvo Cars of North America, LLC. (Volvo) has decided that certain Model Year 2008 XC70 and V70 vehicles equipped with rear Integrated Booster Cushions fail to conform to the labeling requirements within Federal Motor Vehicle Safety Standard No. 213 Child Restraint Systems section S5.5.2. Labels on the affected vehicles is missing warning information indicating that "Death or Serious Injury can occur" if manufacturer's instructions are not followed when using child restraint systems.

**This recall pertains only to the warning label secured to the Integrated Booster Cushion and does not affect the integrity of the seat itself.**

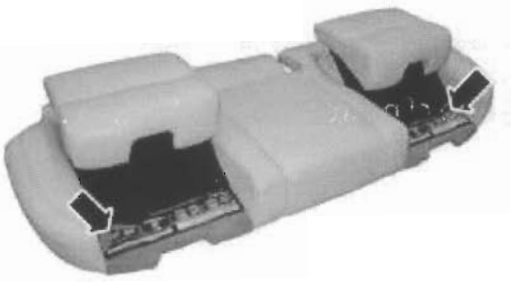
## MATERIAL:

Description	Quantity	Part Number
Label	2	31271132

## SERVICE:

Remove the original labels and install new as described in the following pages.

## Location of Labels



With the Integrated Booster Cushion (IBC) in the raised position you'll see the location of the labels to be replaced.

## Removal

Remove the labels by inserting your fingers between the label and the seat upholstery and pull upward.

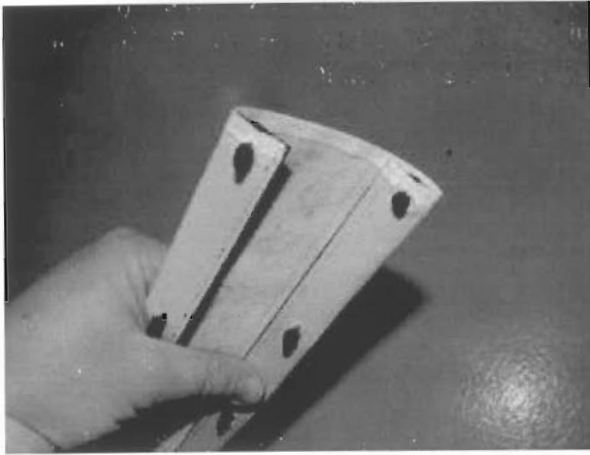
This may take some force due to fact that the clip will be snug in position.



Remove the label completely

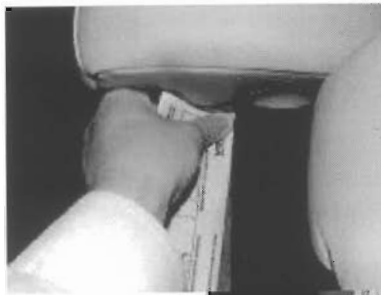
**Note:** Applies to both sides of the vehicle.

## Transfer the clips



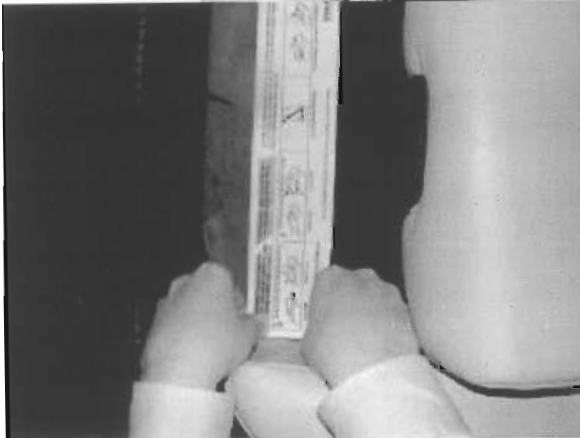
Transfer the clips from the old label to the new one.

## Installation



Align the label so it can be read as if you were sitting in the seat.

Depress the clips into position as shown.



**Note:** Applies to both sides of the vehicle.

**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



SUBJECT <b>Recall 189 – Label IBC (Integrated Booster Cushion) MY 2008 V70, XC70</b>				GROUP	<b>85</b>		NO	<b>189</b>
				MARKET	<b>United States</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>2008</b>	<b>02</b>	<b>13</b>	

Reference Bulletins: SMB 85-189, TNN 85-189

Volvo Cars of North America, LLC has announced a Recall affecting certain 2008 V70, XC70. Incorrect information has been printed on the integrated booster cushion label.

The corrective action will be to replace the IBC labels on the two integrated booster cushions.

The following part number applies:

Part Number	Description	Qty
31271132	IBC label	2

An allocation representing parts for 30% of the affected vehicles in stock, or retailed at your facility will begin starting the week of February 11, 2008.

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.

**Note – Please set your DMS to "Manual Order" on this part number so that you may monitor and limit your orders to actual demand.**

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## **IMPORTANT RECALL NOTICE**

[CAMPAIGN 189: 2008 V70 / XC70 INTEGRATED BOOSTER CUSHION  
LABEL  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES

February 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 decided that certain Model Year 2008 XC70 and V70 vehicles equipped with rear Integrated Booster Seats fail to conform to the labeling requirements within Federal Motor Vehicle Safety Standard No. 213 Child Restraint Systems section S5.5.2. Labels on the affected vehicles is missing warning information indicating that "Death or Serious Injury can occur" if manufacturer's instructions are not followed when using child restraint systems.

**This recall pertains only to the warning label secured to the Integrated Booster Seat and does not affect the integrity of the seat itself.**

The corrective action will be to install a new label with the correct warning information.

***What you need to do:***

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 20 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

***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 7 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](mailto: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 the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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.safercar.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,

Rich E. Buchheit  
Manager, Customer Support