



Volvo Cars of North America, LLC

May 2008

TO: ALL VOLVO RETAILERS

RE: RECALL 197

Volvo Car Corporation (Volvo) has determined that a defect related to motor vehicle safety exists in a very limited number of model year 2008 XC90 and S80 models equipped with V-8 engines.

The affected vehicles may have been built with incorrect bolts to the engine mount. The incorrect bolts are too long and the result will be no clamping force on the motor mount bracket. In a worst case scenario, the aluminum bracket for the engine mount will break due to the lack of adequate clamping force. This will cause the engine to come in contact with the sub frame, ultimately resulting in a reduced engine torque or stalling of the engine without prior warning.

The corrective action is to inspect the motor mount bolts for correct markings detailed in the TNN and if necessary replace the bolts and the motor mount bracket.

Recall 197 affects approximately 102 vehicles in the U.S. and 7 in Canada.

OWNER NOTIFICATION

Volvo Customer Care has made contact with owners of affected vehicles instructing them to contact their local Volvo retailers for an appointment. The Volvo Technical hotline has contacted the retailers who currently have an affected vehicle in stock.

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.

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:	NO:	
				Recall 197: Inspect Engine Mount Bolts & Replace Mount Bracket if Necessary		21	197	
Model Year 2008 S80 & XC90		ISSUING DEPARTMENT:						
		REFERENCE BULLETINS: PB# 21-197 TNN# 21-197		Warranty				
Supersedes: SMB21-197 dated 2008-05-09				CARMARKET:				
		United States, Canada						
Service Personnel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	DATE:		YEAR	MONTH	DAY
				2008	05	20		
				Page 1 of 3				

UPDATE NOTES: Labor reimbursement time change.

BULLETIN REFERENCE

- A. RECALL CAMPAIGN 197 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 197 DESCRIPTION

Volvo Car Corporation (Volvo) has determined that a defect related to motor vehicle safety exists in a limited number of model year 2008 XC90 and S80 models equipped with V-8 engines.

The affected vehicles may have been built with incorrect bolts to the engine mount.

The incorrect bolts are too long and the result will be no clamping force on the motor mount bracket. In a worst case scenario, the aluminium bracket for the engine mount will break due the lack of adequate clamping force. This will cause the engine to come in contact with the sub frame, ultimately resulting in a reduced engine torque or stalling of the engine without prior warning.

The corrective action is to inspect the motor mount bolts for correct markings detailed in the TNN and if necessary replace the bolts and the motor mount bracket.

This recall affects 102 vehicles in the U.S. and 7 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

Please refer to Parts Bulletin #21-197.

PARTS RETURN

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

D. OWNER NOTIFICATION

No owner mailing will take place. Some vehicles have been repaired prior to delivery. Customers who have taken delivery have been contacted by Volvo Customer Service.

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 197 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

Labor reimbursement allowance 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>
197	R28041	02	Inspection only	0.3
197	R28041	03	Inspect & Replace Mount Bracket (S80) (XC90)	1.0 1.3

Tech-Net Notes

“Fixed Right – First Time”

Volvo Technicians, Service and Parts Managers

NO	21-197
DATE:	5-09-08
MODEL:	XC90/S80 with V8 engine
MODEL YEAR	2008
SUBJECT:	Recall 197: V8 engine mount bolts
REFERENCE	Immediate Delivery Stop and Recall 197-Claim Instructions, SMB 21-189

DESCRIPTION

Certain Model Year 2008 XC90 and S80 vehicles equipped with the V8 engine may have been assembled with incorrect bolts in the front engine mount bracket. Vehicles equipped with the 6 cylinder engines are excluded.

Material	Quantity	Part No.
Flange screw (NH 8.8)	3	982822
Engine anchorage (bracket)	1	30723938
Flange lock nut	1	985902

Special tools	Quantity	Part No.
Lifting yoke	1	9995716
Lifting hook	1	9995460

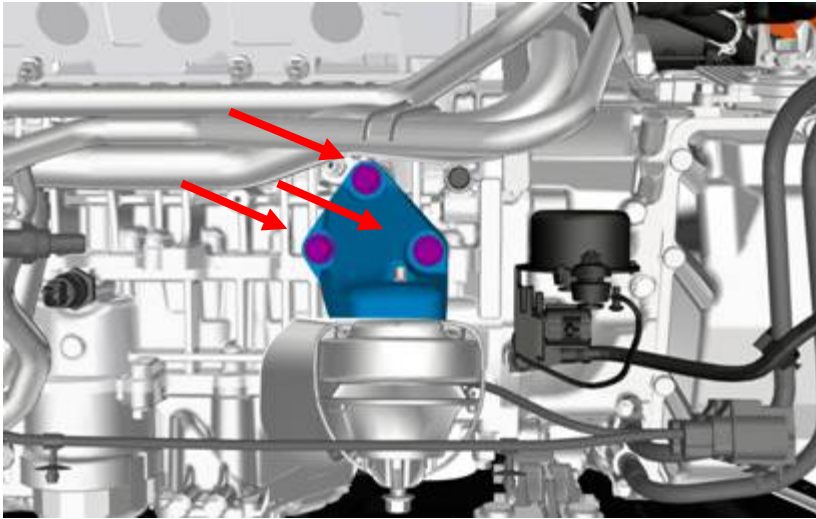
SERVICE:

Refer to VRC²/Operations/Regulations & Compliance/Immediate Delivery Stop and Recall 197 to verify which vehicles this TNN applies to.

Note! Some variation in the illustrations may occur, but the essential information is always correct.

Checking screws

These three screws for bracket on the front engine pad must be checked.



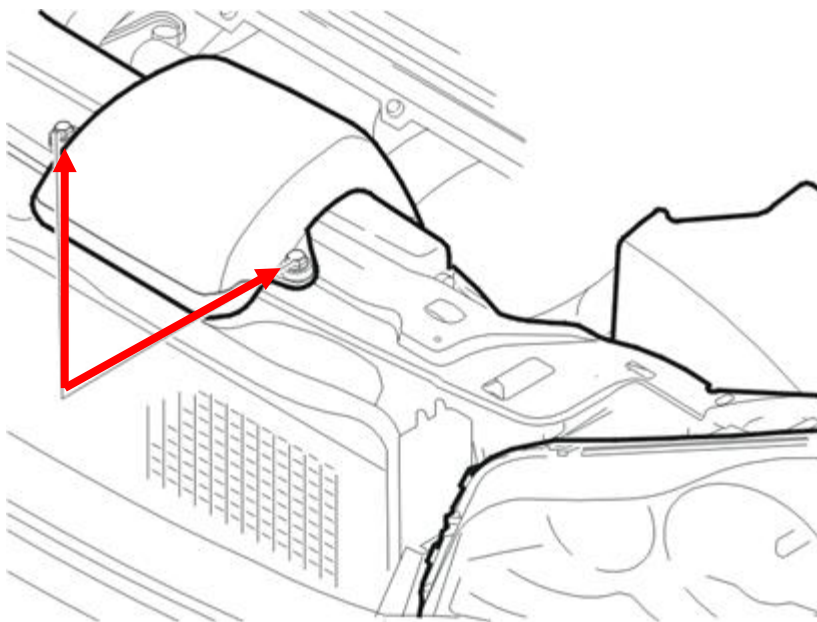


Check the marking on the screw heads.

Caution! Correct screws are marked **NH 8.8**
Incorrect screws are marked **NH 10.9**

Caution: If an incorrect screw is installed, the bracket and all screws must be replaced.

Check the screws according to the method below.



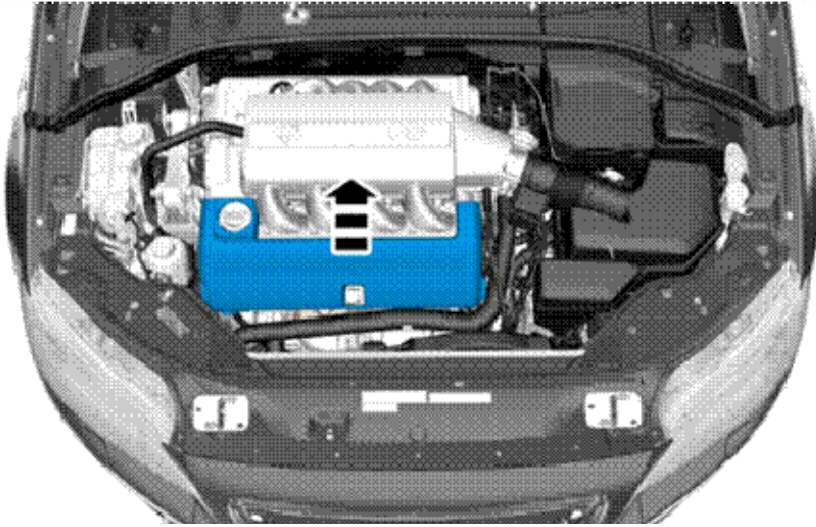
R2600462

Applies to the XC90:
Remove the:

Air filter inlet pipe

1.

2.

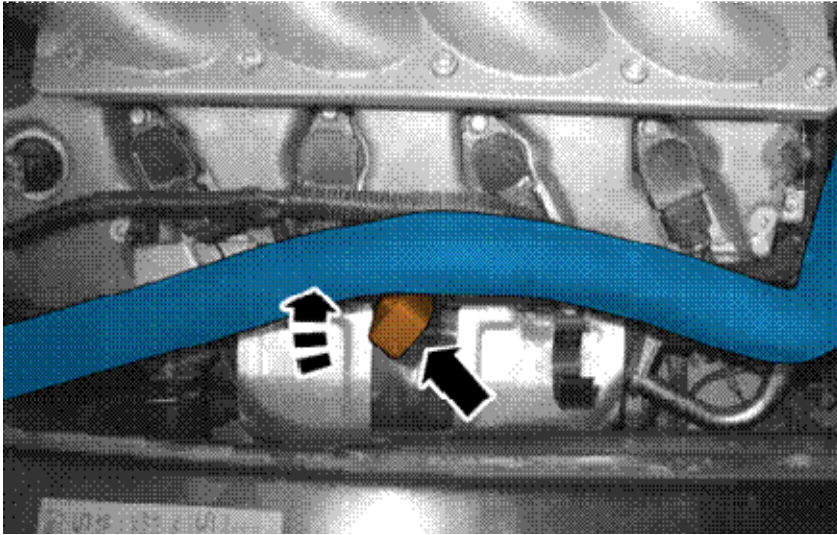


Applies to the XC90 and S80:

Remove the:

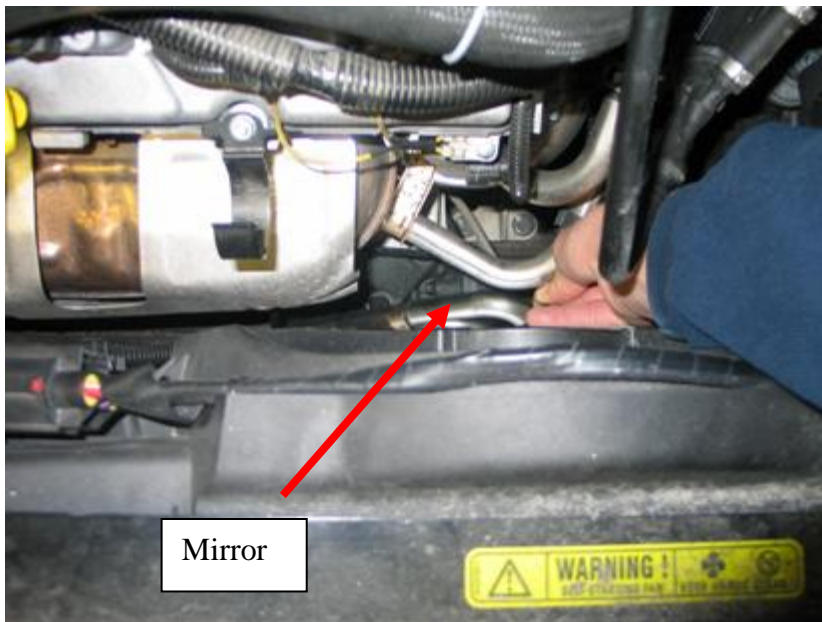
cover above the spark plugs

3.



Lift up the radiator hose and hook it above the dipstick.

4.



Check the markings on the screws using a mirror and flashlight. If the screws are of the correct specification, reinstall components in reverse order.

If any of the screws are incorrect, replace the bracket and all screws according to: Removal, replacement, installation Engine with mountings and equipment Engine Engine Suspension Engine support insulator front (S80) Engine mount, front (XC90)

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

SUBJECT Recall 197: V8 Front Engine Mount Bolts MY 2008 S80, XC90				GROUP 21		NO 197	
COPY TO / CIRCULATIONS (PLEASE INITIAL)				MARKET United States, Canada		PAGE 1 of 1	
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
					2008	05	09

Reference Bulletin: SMB 21-197, TNN 21-197

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The incorrect bolts are too long and the result will be no clamping force on the motor mount bracket. In a worst case scenario, the aluminium bracket for the engine mount will break due the lack of adequate clamping force. This will cause the engine to come in contact with the sub frame, ultimately resulting in a reduced engine torque or stalling of the engine without prior warning.

The corrective action is to inspect the motor mount bolts for correct markings detailed in the TNN, and if necessary, replace the bolts and the motor mount bracket.

The following part numbers apply if the inspection determines replacement is necessary:

Part Number	Description	Qty
30723938	Motor Mount Bracket	1
982822	Flange Screws	3
985902	Lock Nut	1
982818	Flange Screws	2

No allocation is planned for this recall.

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.

Note - Please set your DMS to "Manual Order" on these part numbers so that you may monitor and limit your orders to actual demand.

"Fixed Right — First Time"



IMPORTANT RECALL NOTICE

[CAMPAIGN 197: 2008 S80 & XC90 ENGINE MOUNT BOLTS & REPLACE MOUNT BRACKET
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES

October 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 Car Corporation (Volvo Cars of North America and Volvo Cars of Canada Ltd.) has decided that a defect related to motor vehicle safety exists in certain limited number of model year 2008 XC90 and S80 models equipped with V-8 engines.

The affected vehicles may have been built with incorrect bolts to the engine mount. The incorrect bolts are too long and the result will be no clamping force on the motor mount bracket. In a worst case scenario, the aluminium bracket for the engine mount will break due the lack of adequate clamping force. This will cause the engine to come in contact with the sub frame, ultimately resulting in a reduced engine torque or stalling of the engine without prior warning. This can increase the risk of a crash.

Not all vehicles contain defective components. The corrective action is to inspect the motor mount bolts for correct markings and if necessary replace the bolts and the motor mount bracket.

What you need to do:

Please call your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost. This repair procedure can take up to 2 hours. However, due to service scheduling the time your Volvo retailer requires to service your vehicle may vary.

If you previously paid to have this corrective action performed, your authorized Volvo retailer will honor your receipt with a refund. Please contact the Service Department for details.

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 5:30 P.M. Eastern Time. You may also e-mail us at customer care@volvo for life.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,

Mike Assainte
Manager, Customer Support