



**Volvo Cars of North America, LLC**

**July 2008**

**TO: ALL VOLVO RETAILERS**

**RE: RECALL 201**

Volvo Car Corporation (Volvo Cars of North America and Volvo Cars of Canada Corporation) has decided that a defect related to motor vehicle safety exists in certain Power Steering Return Line Hoses installed on Model Year 2008 and 2009 C30, C70, S40 and V50 vehicles. A section of the Power Steering Return Line Hose was not properly vulcanized (cured) and does not meet specifications.

If the power steering return hose fails due to this defect a sudden rupture of the hose can occur. This can result in a rapid drainage of the power steering fluid in the system and a complete loss of servo [power] assistance. An unexpected loss of power assistance for steering without any relevant warnings to the driver can result in a crash.

**Not all vehicles contain defective components.** The date and time code marking on the power steering return line hose must be inspected by an authorized Volvo retailer. If necessary, the power steering return line hose assembly will be replaced.

Recall 201 affects approximately 1,020 vehicles in the U.S. and 265 in Canada.

**OWNER NOTIFICATION**

Owner notification is scheduled to begin in July.

**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 Journal
- 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

<b>VOLVO</b>				TITLE: Recall 201: Power Steering Return Line Hose Inspect and If Necessary Replace		GROUP: 64	NO: 201	
				MODEL YEAR 2008 & 2009 S40, V50, C70 and C30		ISSUING DEPARTMENT: Warranty		
<b>Service Manager Bulletin</b>						REFERENCE BULLETINS: PB# 64-201 TJ# 19395		CARMARKET: United States, Canada
				DATE: YEAR MONTH DAY 2008 07 25				
Service Personnel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR					Page 1 of 3

**BULLETIN REFERENCE**

- A. RECALL CAMPAIGN 201 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 201 DESCRIPTION**

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 Power Steering Return Line Hoses installed on Model Year 2008 and 2009 C30, C70, S40 and V50 vehicles. A section of the Power Steering Return Line Hose was not properly vulcanized (cured) and does not meet specifications.

If the power steering return hose fails due to this defect a sudden rupture of the hose can occur. This can result in a rapid drainage of the power steering fluid in the system and a complete loss of servo [power] assistance. An unexpected loss of power assistance for steering without any relevant warnings to the driver can result in a crash.

**Not all vehicles contain defective components.** The date and time code marking on the power steering return line hose must be inspected by an authorized Volvo retailer. If necessary, the power steering return line hose assembly will be replaced.

This recall affects 1,020 vehicles in the U.S. and 265 in Canada.

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**"Fixed Right — First Time"**  
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**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# 64-201.

**PARTS RETURN**

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

**D. OWNER NOTIFICATION**

In late July, Volvo will begin mailing announcement letters directly to the owners of 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 201 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>
201	R68070	02	Inspect Power Steering Hose	0.2
201	R68070	03	Inspect & Replace P/S Hose	1.2



# Retailer Technical Journal 19395

## Recall 201, Power Steering Hose check and possible replacement

Date **07-25-2008**

Volvo Cars of North America, LLC  
Technical Support

Reference: VIDA, **SMB 64-201, PB 64-201**

**Note! If using a printed copy of this Retailer Technical Journal, first check for the latest online version.**

### AFFECTED VEHICLES<sup>1</sup>:

Production Model	Type	Model year	Chassis range
C30	533	2008 - 2009	0078818 – 0122732
S40	544	2008 – 2009	0403368 – 0432659
V50	545	2008 – 2009	0422307 – 0450502
C70	542	2008 – 2009	0058690 - 0070262

<sup>1</sup>Not all vehicles in the chassis ranges listed above may qualify for this recall. Retailers must confirm eligibility in VRC2 prior to beginning this repair.

### DESCRIPTION:

Volvo Cars of North America LLC (VCNA) has decided that a defect may exist in the power steering return hoses on the above referenced vehicles. Follow the Service method below to first inspect the hoses to determine if they require replacement. If the power steering return hoses are identified as being defective, replace the hoses according to the Service method below.

### MATERIAL:

Description	Quantity	Part No.
Power steering hose, <b>C30, S40, V50*</b>	1	30748089
Power steering hose, <b>C70 only*</b>	1	31202885
Flange screw	2	985046
Flange screw	1	999360
Power steering oil	0.5	30741424

### \* Note!

Part numbers 30748089 and 31202885 appear identical, however they are internally different. Be sure to use the correct part number for the correct model!

### Note!

The material listed above is only needed if the inspection determines that the power steering hose must be replaced.

## SERVICE:

1.

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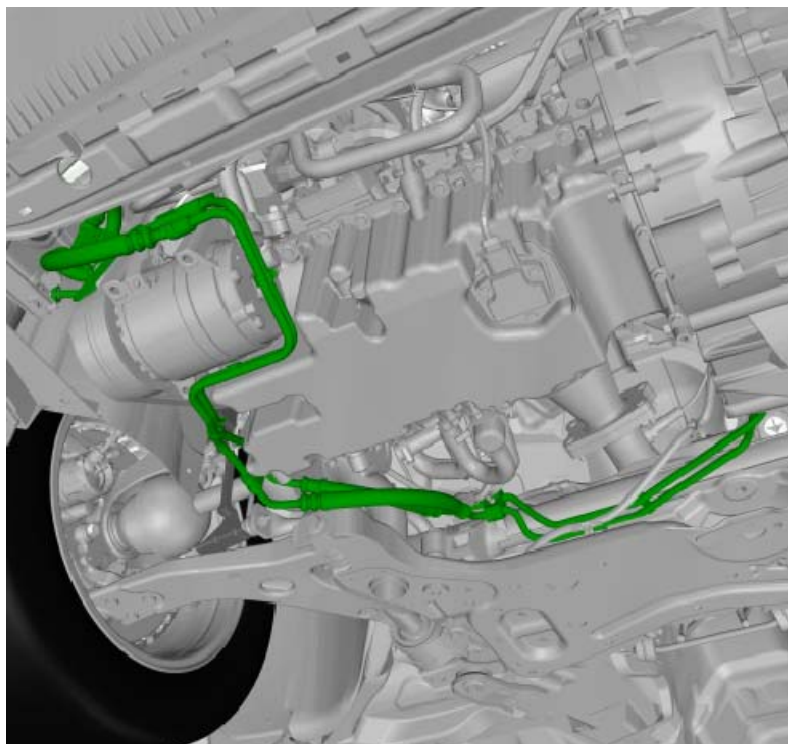
**Note!** Some variation in the illustrations may occur, but the essential information is always correct.

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2.

### Hose access

Raise the vehicle and remove the protective cover from under the engine.

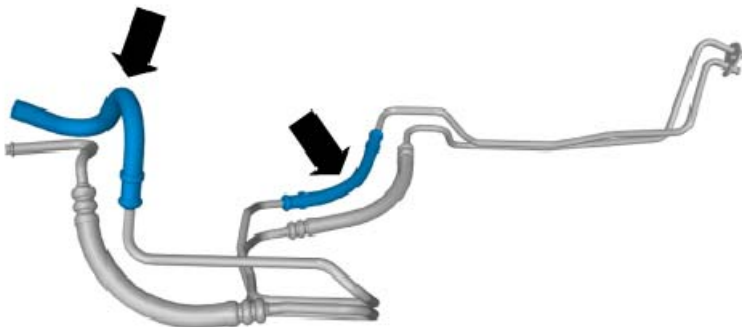


### Inspection

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**Both** rubber hoses (see arrows in illustration) for the return line must be checked. Inspect both hoses for markings according to the information below.

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The manufacturing date and time on **both** sections of rubber hose on the return line must be checked.

Hoses marked according to the following are defective and must be replaced:

- Date: 18/03/08  
(Day/Month/Year)
- Time: any time between
  - 00:00-00:37
  - or
  - 01:55-07:15

(The hose in the image is defective.)

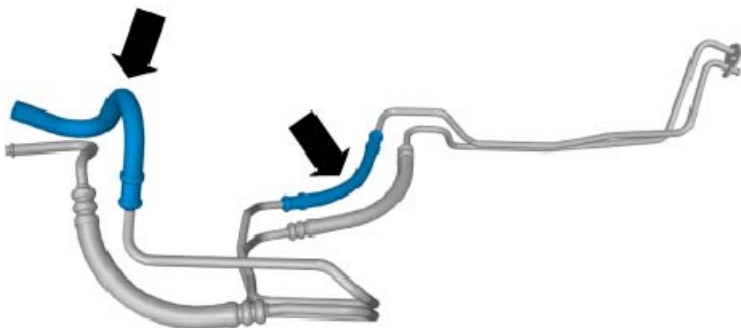
## Replacement

If *either* of the two return hoses is determined to be defective based on the date/time codes above, the entire hose assembly as illustrated must be replaced with a new one, according to VIDA:

- Removal, replacement and installation
- Suspension and steering
- Steering
- Power steering equipment

### Note!

Be certain to use the 3 new flange screws listed under Material on page 1.



**VOLVO** for life,  
Volvo Cars of North America, LLC  
Technical Service



SUBJECT <b>Recall 201 - Return Line Power Steering MY 2008-2009 C30, S40, V50, C70</b>				GROUP <b>64</b>		NO <b>201</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>2008</b>	<b>07</b>	<b>25</b>	

Reference Bulletin SMB 64 - 201, TJ 19395

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**Not all vehicles contain defective components.** The date and time code marking on the power steering return line hose must be inspected by an authorized Volvo retailer. If necessary, the power steering return line hose assembly will be replaced.

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

Part Number	Description	Qty
985046	Flange Screw	2
999360	Flange Screw	1
30741424	Power Steering Oil	.5
30748089	Pressure Hose for C30, S40, V50	1
31202885	Pressure Hose for C70	1

An initial allocation of the affected vehicles in stock, or retailed at your facility will be processed starting the week of July 21, 2008. After this one time allocation you may use normal ordering procedures.

Retailers must confirm eligibility via VCR<sup>2</sup> prior to performing this service campaign. Parts Retailer Services will also have a listing of the VIN numbers that are affected by this Recall. They will then send orders based on eligibility.

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 these part numbers so that you may monitor and limit your orders to actual demand.

**"Fixed Right — First Time"**



## **IMPORTANT RECALL NOTICE**

[CAMPAIGN 201: 2008 & 2009 S40, V50, C70, C30 POWER STEERING RETURN LINE  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES

July 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 Power Steering Return Line Hoses installed on Model Year 2008 and 2009 C30, C70, S40 and V50 vehicles. A section of the Power Steering Return Line Hose was not properly vulcanized (cured) and does not meet specifications.

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**Not all vehicles contain defective components.** The date and time code marking on the power steering return line hose must be inspected by an authorized Volvo retailer. If necessary, the power steering return line hose assembly will be replaced.

***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 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 [customer care@volvo for life.com](mailto: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,

Rich E. Buchheit  
Manager, Customer Support