



Volvo Cars of North America, LLC

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P.O. Box 914
Rockleigh, NJ 07647
Phone: 201-768-7300
www.volvocars.us

Product Safety & Compliance

******* IMPORTANT VEHICLE RECALL NOTICE *****
INSPECTION REQUIRED PRIOR TO CUSTOMER DELIVERY**

DATE: September 02, 2009

TO: All U.S. and Canadian Volvo Retailers

RE: Volvo Recall 215
Certain Model Year 2008 - 2010 S80T6
2009 - 2010 XC70T6
2010 - XC60T6

The sale or lease of defective or non-compliant motor vehicles or equipment is prohibited. Vehicles in retailer inventory must be remedied prior to sale. Repair information is attached to this communication.

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in the Central Electronic Module (CEM) software on certain model year 2008 through 2010 S80 T6, XC70 T6 and XC60 T6 vehicles. Volvo has found that under certain conditions, the vehicle may stall shortly after start – up, which can increase the risk of a crash.

Please note:

If vehicle owner's experience the condition above prior to having this recall completed, the vehicle can be re-started by turning the ignition off and waiting one minute before restarting the engine.

The corrective action will be a software upgrade of the CEM.
Part# 30786042 (S80T6 & XC70T6)
Part# 31270560 (XC60T6)

Recall 215 affects 11,993 vehicles in the U.S. and 1,272 in Canada.

OWNER NOTIFICATION

Owner notification is scheduled to begin in late September.

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 the 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 is below. It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Service Manager Bulletin
- Retailer Tech Journal
- Parts Bulletin

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

Adam Kopstein
Manager, Product Safety and Compliance
201-768-7300 ext# 7908
akopstei@volvocars.com

VOLVO				TITLE: Recall 215: CEM Software Download		GROUP: 36	NO: 215	
				MODEL YEAR 2008 - 2010 S80T6, 2009 - 2010 XC70T6, 2010 - XC60T6		ISSUING DEPARTMENT: Warranty		
Service Manager Bulletin						REFERENCE BULLETINS: PB 36-215 RTJ 21509		CARMARKET: United States, Canada
				DATE: YEAR MONTH DAY 2009 09 02				
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR					Page 1 of 2

- A. RECALL CAMPAIGN 215 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 215 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in the Central Electronic Module (CEM) software on certain model year 2008 through 2010 S80 T6, XC70 T6 and XC60 T6 vehicles. Volvo has found that under certain conditions, the vehicle may stall shortly after start - up, which can increase the risk of a crash.

Please note:

If vehicle owner's experience the condition above prior to having this recall completed, the vehicle can be re-started by turning the ignition off and waiting one minute before restarting the engine.

The corrective action will be a software upgrade of the CEM.

Recall 215 affects 11,993 vehicles in the U.S. and 1,272 in Canada.

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.

"Fixed Right — First Time"



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 36-215.

PARTS RETURN

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

D. OWNER NOTIFICATION

In late September, 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 must 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 215 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 (LONG FORM APPLICATION)

Labor reimbursement allowance is effective at time of release and may change in the future.

Claim Type: R39044
Failed Part Number: 30786042 - S80T6 & XC70T6
 31270560 - XC60T6
Cause Code: 02
CSC Code: XW

Operation Number	Repair Description	Qty	Labor Time
36004	CEM Software Download	1	0.3



Nothing can replace them.

Parts Bulletin

SUBJECT Recall 215: CEM Software Download, MY 2008 - 2010 S80T6, 2009 - 2010 XC70T6, 2010 XC60T6				GROUP 36		NO 215	
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
					2009	09	02

Reference Bulletins: **SMB 36-215**
RTJ 21509

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in the Central Electronic Module (CEM) software on certain model year 2008 through 2010 S80 T6, XC70 T6 and XC60 T6 vehicles. Volvo has found that under certain conditions, the vehicle may stall shortly after start - up, which can increase the risk of a crash.

Please note:

If vehicle owner's experience the condition above prior to having this recall completed, the vehicle can be re-started by turning the ignition off and waiting one minute before restarting the engine.

The corrective action will be a software upgrade of the CEM.

Recall 214 affects 11,993 vehicles in the U.S. and 1,272 in Canada.

The following part numbers apply:

Part Number	Description	Qty
30786042 (S80T6 & XC70T6)	CEM Software Download	1
31270560 (XC60T6)	CEM Software Download	1

"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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Retailer Technical Journal 21509

Recall 215

Central Electrical Module (CEM) Software Download

Date 09-02-2009

Volvo Cars of North America, LLC
Technical Engineering

Reference: VIDA

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

AFFECTED VEHICLES:

Model	Engine code	Model year	Chassis range
124(S80)	99	2008-2010	048002-116018
156(XC60)	99	2009-2010	000002-062966
136(XC70)	99	2009-2010	047610-076423

DESCRIPTION: The signal from the CEM (central electronic module) to the fuel pump can be delayed causing low or no fuel pressure. This will cause the engine not to start or start and quickly stall.

The following ECM (engine control module) codes could post with this issue:

- P0A0F68
- P151B68
- P030100
- P030200
- P030300
- P030400
- P030500
- P030600

SERVICE:

Perform a CEM upgrade.

Vehicle	Part number
156(XC 60)	31270560
136(XC70)/124(S80)	30786042

VOLVO for life,
Volvo Cars of North America, LLC
Technical Engineering



Volvo Cars of North America, LLC

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Rockleigh, NJ 07647
<http://www.volvocars.com>

IMPORTANT RECALL NOTICE



YV1AR999999999999-R215A999999 204333-01
*****AUTO**3-DIGIT 105 1/1/1
Sample A. Sample
1234 Main St.
Anytown, US 12345-6789



September 28, 2009

Dear Sample A. Sample,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Cars of North America, LLC (Volvo) has decided that a defect which relates to motor vehicle safety exists in the Central Electronic Module (CEM) software on certain model year 2008 through 2010 S80 T6, 2009 through 2010 XC70 T6 and 2010 XC60 T6 vehicles.

The reason for this Recall:

Volvo has found that under certain conditions, the vehicle may stall shortly after start – up, which can increase the risk of a crash.

Please note:

If you experience the condition above prior to having this recall completed, the vehicle can be re-started by turning the ignition off and waiting one minute before restarting the engine.

The corrective action will be a software upgrade of the CEM.

What you need to do:

Please call your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost and can take 30 minutes to complete; **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, prior to the date on this letter, your authorized Volvo retailer will honor your receipt with a refund. Please contact your authorized Volvo retailer 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, P.O. Box 914, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST. 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 at: 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,

A handwritten signature in cursive script that reads "Mike Assainte".

Mike Assainte
Manager, Customer Support



Volvo Cars of Canada Corp.

175 Gordon Baker Road
North York, ON, Canada M2H 2N7
Telephone (416) 493-3700
Facsimile (416) 496-0552
www.volvocanada.com

September 2009

IMPORTANT RECALL NOTICE

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act.

Volvo Cars of Canada Corp. (Volvo) has decided that a defect related to motor vehicle safety exists in the Central Electronic Module (CEM) software on certain model year 2008 through 2010 S80 T6, 2009 and 2010 XC70 T6, and 2010 XC60 T6 vehicles.

The reason for this campaign:

Volvo has found that under certain conditions, the vehicle may stall shortly after start – up, which can increase the risk of a crash.

Please note:

If you experience the condition above prior to having this recall completed, the vehicle can be re-started by turning the ignition off and waiting one minute before restarting the engine.

The corrective action will be a software upgrade of the CEM.

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. The repair procedure can take 30 minutes, **however due to service scheduling the time your Volvo retailer will require to service your vehicle will be greater than this.**

If you previously paid to have this corrective action performed, prior to the date on this letter, your authorized Volvo retailer will honour your receipt with a refund. Please contact your Volvo 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 Relations at 1-800-663-8255, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST or by e-mail at customerrelations@volvocars.com. You may also write to us at 175 Gordon Baker Road, Toronto, Ont. M2H 2N7.

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.

We have advised Transport Canada that we are conducting this recall. If Volvo fails or is unable to remedy this defect to your satisfaction, within a reasonable time and without charge, you may submit a complaint to the Road Safety and Motor Vehicle Regulation Directorate.

Thank you for being a member of the Volvo family. We hope you will appreciate our efforts to continually provide you with updated information of importance to your safety and the quality of your Volvo vehicle.

Sincerely,

A handwritten signature in black ink, appearing to read 'Wayne Owen', with a long horizontal stroke extending to the right.

Wayne Owen
National Parts & Service Manager



**La Compagnie des
Automobiles Volvo du
Canada**

175, chemin Gordon Baker
North York (Ontario) Canada M2H 2N7
Téléphone : 416-493-3700
Télécopieur : 416-496-0552
www.volvocanada.com

Septembre 2009

AVIS DE RAPPEL IMPORTANT

Madame, Monsieur,

Cet avis vous est envoyé en conformité avec les exigences de la *Loi sur la sécurité automobile*.

La Compagnie des Automobiles Volvo du Canada (Volvo) a constaté une anomalie liée à la sécurité automobile dans le logiciel du module électronique central de certains modèles : S80 T6 de 2008 à 2010, XC70 T6 de 2009 et de 2010 et XC60 T6 de 2010.

Raisons de cette campagne :

Volvo a découvert que sous certaines conditions, le véhicule peut caler peu de temps après le démarrage, ce qui peut augmenter les risques de collision.

Note :

Si vous constatez l'anomalie citée précédemment avant que ce rappel n'ait été effectué, vous pouvez redémarrer la voiture en coupant le contact et en attendant une minute avant de redémarrer le moteur.

La mesure corrective se présentera sous la forme d'une mise à niveau du logiciel du module électronique central.

Ce que vous devez faire :

Veillez communiquer avec votre concessionnaire Volvo autorisé dans les plus brefs délais pour prendre rendez-vous. Cette procédure se fera sans frais. La réparation peut prendre 30 minutes, **toutefois, compte tenu des rendez-vous d'entretien, votre concessionnaire Volvo aura besoin de plus de temps pour effectuer la réparation.**

Si vous avez déjà payé pour faire effectuer cette réparation, avant la date figurant sur la présente lettre, votre concessionnaire Volvo autorisé vous remboursera sur présentation de votre reçu. Veuillez communiquer avec le service d'entretien Volvo pour de plus amples renseignements.

Veillez communiquer :

Pour en savoir plus, veuillez communiquer avec votre concessionnaire Volvo. Si votre concessionnaire n'est pas en mesure de répondre à vos questions, veuillez communiquer avec le Service à la clientèle de Volvo au 1-800-663-8255 (du lundi au vendredi – de 8 h 30 à 17 h HNE) ou envoyer un courriel à customerrelations@volvocars.com. Vous pouvez également nous écrire à l'adresse suivante : 175, chemin Gordon Baker, Toronto (Ontario) M2H 2N7.

La loi fédérale exige que tout donneur à bail de véhicule concerné par cet avis de rappel remette dans un délai de dix jours une copie de cet avis au preneur à bail. Par donneur à bail, on entend toute personne ou toute entité qui agit en tant que propriétaire, comme indiqué sur le titre du véhicule, de cinq véhicules ou plus faisant l'objet d'un bail.

Nous avons informé Transports Canada que nous mettons en place ce rappel. Si Volvo ne respecte pas ses engagements ou n'arrive pas à corriger cette anomalie comme vous le souhaitez, dans un délai raisonnable et sans frais, vous pouvez déposer une plainte auprès de la Direction générale de la sécurité routière et de la réglementation automobile.

Nous vous remercions de faire partie de la famille Volvo. Nous espérons que vous apprécierez nos efforts continus pour vous fournir des renseignements à jour sur des éléments importants pour votre sécurité et pour la qualité de votre véhicule Volvo.

Veillez agréer, Madame, Monsieur, mes salutations distinguées.



Wayne Owen
Directeur national, Pièces et service technique