



Volvo Cars of North America, LLC

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Product Safety & Compliance

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

DATE: November 20, 2009

TO: All U.S. and Canadian Volvo Retailers

RE: Volvo Recall 216
Certain Model Year 2010 - XC60

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) and Volvo Cars of Canada Corp. has decided that a defect which relates to motor vehicle safety exists on certain model year 2010 XC60 vehicles.

Volvo has identified that the driver's seat side cover panel (seat control panel) in certain driver's side impacts may compromise the functionality of the seatbelt. Should this condition occur the seatbelt anchor point may disengage increasing the risk of injury during a collision.

Volvo has no reports of this condition occurring outside a laboratory environment.

The corrective action is to modify the inside of the driver's seat side cover panel.

Recall 216 affects 8,438 vehicles in the U.S. and 1,229 in Canada.

OWNER NOTIFICATION

Owner notification is scheduled to begin in mid- December.

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:		GROUP:	NO:	
				Recall 216: Driver's Seat Side Cover		85	216	
Service Manager Bulletin						Model Year 2010 XC60		ISSUING DEPARTMENT: Warranty
				REFERENCE BULLETINS: PB 85-216 RTJ 22106				CARMARKET: United States, Canada
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR			DATE:		
						YEAR	MONTH	DAY
						2009	11	20
Page 1 of 3								

BULLETIN REFERENCE: PB 85-216, RTJ 22106

- A. RECALL CAMPAIGN 216 DESCRIPTION**
- B. VEHICLES INVOLVED**
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A. RECALL CAMPAIGN 216 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) has decided that a defect which relates to motor vehicle safety exists on certain model year 2010 XC60 vehicles.

Volvo has identified that the driver's seat side cover panel (seat control panel) in certain driver's side impacts may compromise the functionality of the seatbelt. Should this condition occur the seatbelt anchor point may disengage increasing the risk of injury during a collision.

Volvo has no reports of this condition occurring outside a laboratory environment.

The corrective action is to modify the inside of the driver's seat side cover panel.

Recall 216 affects 8,438 vehicles in the U.S. and 1,229 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 Action 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 85-216.

PARTS RETURN

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

D. OWNER NOTIFICATION

In mid-December, 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 216 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: R89067

Cause Code: 02

CSC Code: XW

Main Operation: 85211

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
85211	Replace Front Seat Side Panel	1	0.3
99400	Seat Side Panel Adjust	1	0.1



Nothing can replace them.

Parts Bulletin

SUBJECT Recall 216: Driver's Seat Side Cover Model Year 2010 XC60				GROUP 85		NO 216	
				MARKET United States, Canada		PAGE 1 of 1	
COPY TO / CIRCULATIONS (PLEASE INITIAL)							
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
					2009	11	20

Reference Bulletins: **SMB 85-216**
RTJ 22106

Volvo Cars of North America, LLC (Volvo) has decided that a defect which relates to motor vehicle safety exists on certain model year 2010 XC60 vehicles.

Volvo has identified that the driver's seat side cover panel (seat control panel) in certain driver's side impacts may compromise the functionality of the seatbelt. Should this condition occur the seatbelt anchor point may disengage increasing the risk of injury during a collision.

Volvo has no reports of this condition occurring outside a laboratory environment.

The corrective action is to modify the inside of the driver's seat side cover panel.

Recall 216 affects 8,438 vehicles in the U.S. and 1,229 in Canada.

PARTS INFORMATION:

Volvo Cars of North America is requesting Retailers to check their current inventory on the following part numbers and modify the sided panels according to the recall bulletin. Volvo Parts Distribution Centers will temporarily block these parts for sale in order to modify existing inventory. The parts will then be available if a replacement is needed.

The following part numbers apply:

Part Number	Description
39892966	Side Panel
39892967	Side Panel
39892978	Side Panel
39892979	Side Panel

"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 22106

Recall 216: Driver's Seat Side Cover Panel Modification

Date 11-20-2009

Volvo Cars of North America, LLC
Technical Support

Reference: SMB 85-216, VIDA

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

AFFECTED VEHICLES:

Current Production Models*	Type	Model year	Chassis range
XC60	156	2010	000338 - 082999

* At the time of this writing

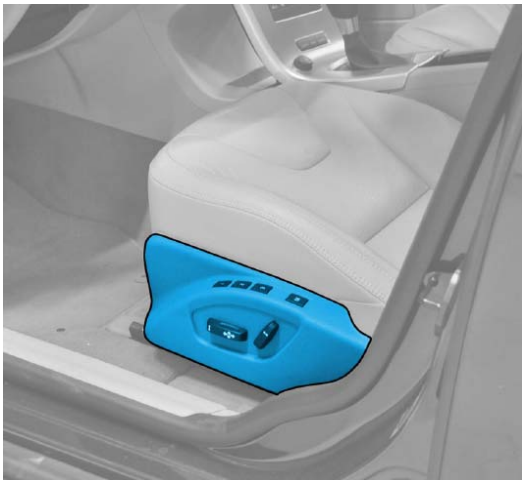
DESCRIPTION: Volvo has identified that the driver's seat side cover panel (seat control panel) in certain driver's side impacts may compromise the functionality of the seatbelt. Should this condition occur the seatbelt anchor point may disengage increasing the risk of injury during a collision.

We have no reports of this condition occurring outside a laboratory environment. The corrective action is to modify the inside of the driver's seat side cover panel.

TOOLS:

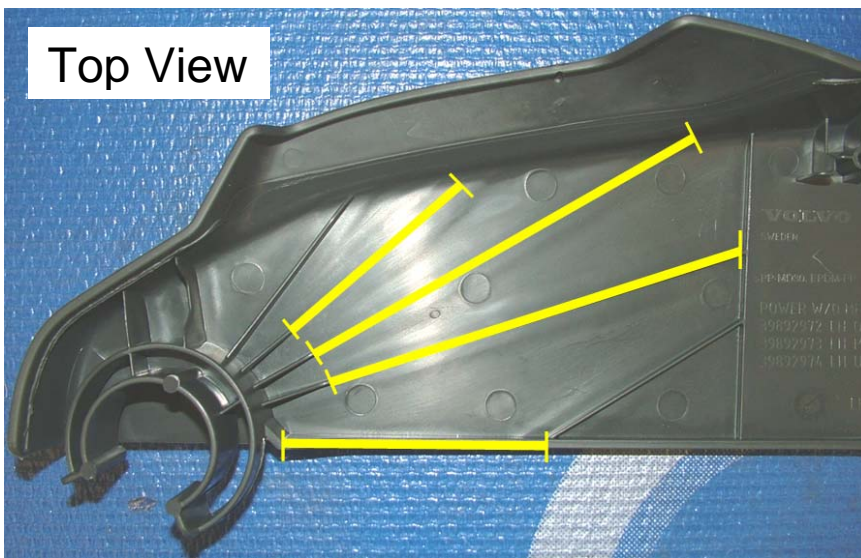
Description		
End Cutters (a.k.a. side cutter)		Standard Hand Tool
Grinding Tool		Standard Hand Tool

SERVICE: Remove the driver's seat cover panel and with the cover face down on a soft surface remove the panel reinforcement ribs as indicated in the following steps.



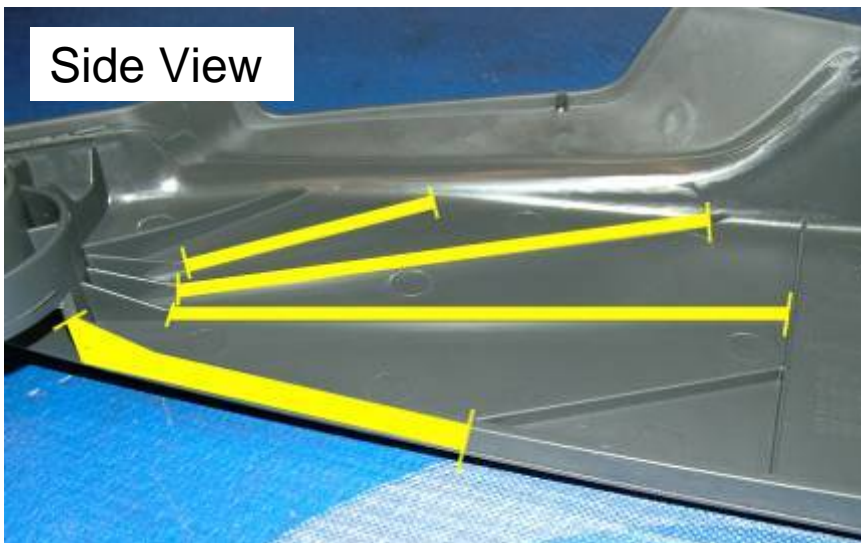
- Per VIDA: remove the driver seat side panel
- Repair
 - Removal, replacement and installation
 - 8 Body and Trim
 - 85 Interior
 - 852 front seat, drivers seat, seat bench type
 - side panel front seat

Removing the rib material



When removing the ribs place the cover face down on a protective material so you do not damage/scratch.

NOTE: Only remove the sections of the four ribs highlighted here. There is no need to remove additional material!



If necessary, see photos on page 3 for example of modification.



With the end cutting pliers cut off as much of the rib material from the back-side of the panel as possible.

This will reduce the amount of grinding necessary. The intention is to not grind through the panel and require a replacement panel.



After cutting with the end cutters use a small grinding tool to remove the remaining rib material from the back-side of the panel as shown here.



The surface should look similar to the photo here and be smooth when completed.

NOTE: Only the material indicated on page 2 has been removed.

Reinstall the side panel and check for proper power seat functions.

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