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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: December 17, 2009

TO: All U.S. and Canadian Volvo Retailers

RE: Volvo Recall 218
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 fuel line rail cover, that protects the fuel lines under the vehicle, may not be properly attached.

The corrective action is to inspect the fuel line rail cover for proper attachment and reattach if necessary.

Recall 218 affects 5,253 vehicles in the U.S. and 801 in Canada.

OWNER NOTIFICATION

In mid - December, Volvo will begin mailing announcement letters directly to the owner's of affected vehicles. In order to minimize customer inconvenience, owners of vehicles that also qualify for Recall 216 (Driver's Seat Side Cover Panel Modification) will receive both notification letters simultaneously (in the same envelope).

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 218: Fuel Line Rail Cover Inspect / Reattach		GROUP: 23	NO: 218
						ISSUING DEPARTMENT: Warranty	
Service Manager Bulletin				Model Year 2010 - XC60		CARMARKET: United States, Canada	
						REFERENCE BULLETINS: PB 23-218 RTJ 22278	
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 2			

- A. RECALL CAMPAIGN 218 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 218 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 fuel line rail cover, that protects the fuel lines under the vehicle, may not be properly attached.

The corrective action is to inspect the fuel line rail cover for proper attachment and reattach if necessary.

Recall 218 affects 5,253 vehicles in the U.S. and 801 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

No replacement parts are needed for this repair.
Please refer to Parts Bulletin 23-218.

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. In order to minimize customer inconvenience, owners of vehicles that also qualify for Recall 216 (Driver's Seat Side Cover Panel Modification) will receive both notification letters simultaneously (in the same envelope).

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 218 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: R29078
Cause Code: 02
CSC Code: XW
Main OP: 23693

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
23693	Fuel Line Rail Cover, Check / Reattach	1	0.3



Nothing can replace them.

Parts Bulletin

SUBJECT Recall 218: Fuel Line Rail Cover Inspect / Reattach MODEL YEAR 2010 - XC60				GROUP 23		NO 218	
				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	12	17

Reference Bulletins: **SMB 23-218**
RTJ 22278

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 fuel line rail cover, that protects the fuel lines under the vehicle, may not be properly attached.

The corrective action is to inspect the fuel line rail cover for proper attachment and reattach if necessary.

Recall 218 affects 5,253 vehicles in the U.S. and 801 in Canada.

PARTS INFORMATION:

No replacement parts are needed for this recall repair.

Please refer to Service Manager Bulletin 23-218.

"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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Date 12-17-2009

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:

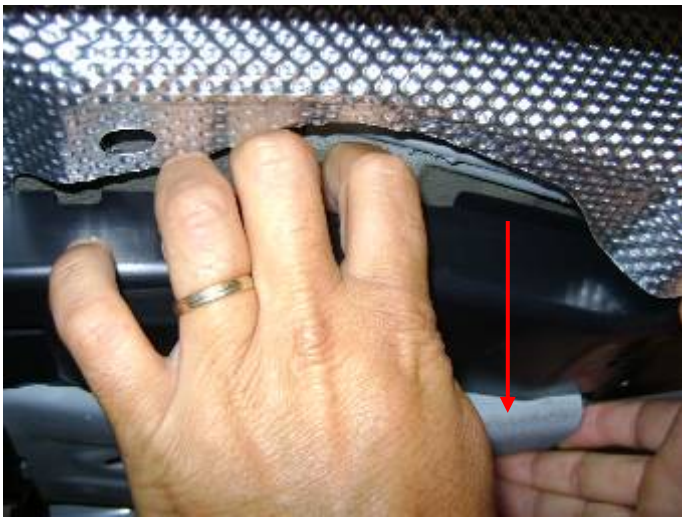
Model	Type	Model year	Chassis range
XC60	156	2009-2010	027474-070444

DESCRIPTION: VCNA has identified that the fuel line rail retainer panel, protecting the fuel lines underneath the vehicle, may not be properly attached. If not properly attached, the fuel line rail may come loose exposing the fuel lines to damage.

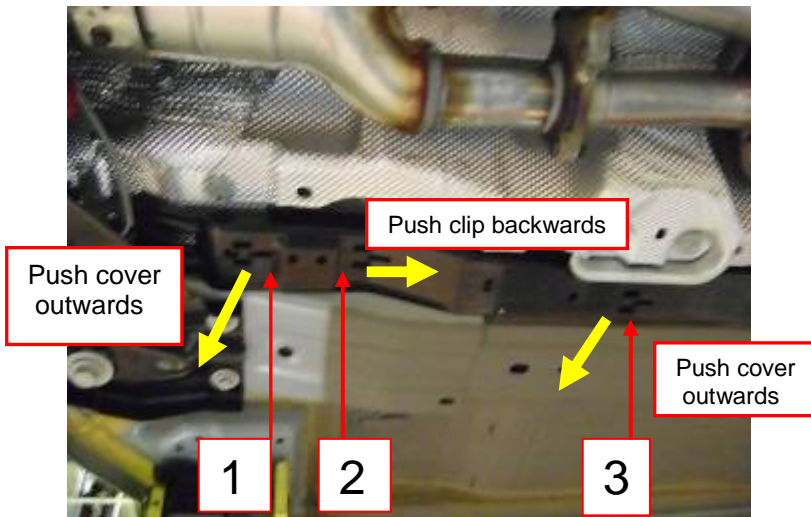
SERVICE: With vehicle on lift Inspect and if necessary reposition retainer panel following procedure below:



Inspect clips on front of fuel rail cover.



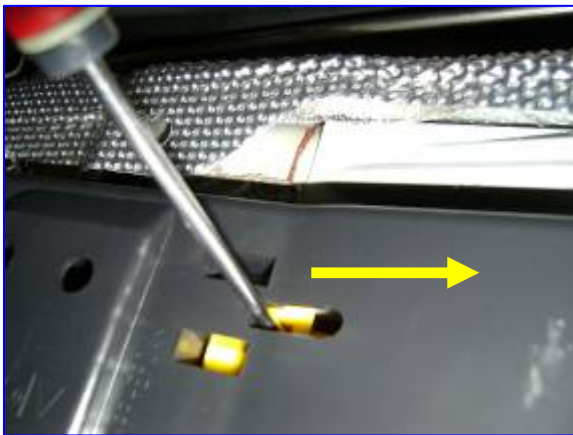
Check for loose clips by gently pulling down.



If clip 1 is not secure push the rail outwards to align over body stud.

If clip 2 is not secure slide clip (not cover) backwards to align over body stud.(see pic.below)

If clip 3 is not secure push the rail outwards to align over the body stud.



Repositioning clip 2.

NOTE: Bold arrows show direction of alignment.

Final Inspection: be sure the cover is attached at all locations and firmly held in place.

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