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| <h1 style="margin: 0;">VOLVO</h1> <h2 style="margin: 0;">Service Manager Bulletin</h2> | | | | TITLE: | | GROUP: 23 | NO: 176 | | | | | | | | |
| | | | | Recall 176: 2001-2002 S60 Arizona & Nevada Vehicles only | | ISSUING DEPARTMENT: Warranty | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 2px;">Service Personnel: read and initial.</td> <td style="width: 25%; padding: 2px;">SERVICE MANAGER</td> <td style="width: 25%; padding: 2px;">SERVICE WRITER</td> <td style="width: 25%; padding: 2px;">WARRANTY ADMINISTRATOR</td> </tr> <tr> <td style="height: 20px;"></td> <td></td> <td></td> <td></td> </tr> </table> | | | | Service Personnel: read and initial. | SERVICE MANAGER | SERVICE WRITER | WARRANTY ADMINISTRATOR | | | | | REFERENCE BULLETINS: | | CARMARKET: United States | |
| | | | | Service Personnel: read and initial. | SERVICE MANAGER | SERVICE WRITER | WARRANTY ADMINISTRATOR | | | | | | | | |
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| TNN# 23-176, PB# 23-176 Supersedes: SMB 23-176 Dated 2007-10-01 | | DATE: YEAR MONTH DAY 2010 06 10 | | | | | | | | | | | | | |
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UPDATE NOTE: Changed "Labor Time" in Section I from 2.3 to 1.6.

BULLETIN REFERENCE

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- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION/PARTS RETURN**
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A. RECALL 176 DESCRIPTION

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2002 S60 vehicles that were sold or are currently registered in the states of Arizona or Nevada.

Due to the combination of fuels with high sulfur content, and prolonged exposure in high temperature climates, the fuel pump may become faulty, resulting in a strong fuel smell.

The corrective action will be to replace the fuel pump with a part of a modified design.

Approximately 1,700 vehicles in Arizona & Nevada are affected.

"Fixed Right — First Time"

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS CAMPAIGN.

Vehicle eligibility should be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message "RECALL 176 INCOMPLETE" will appear for eligible vehicles.
- If your retailer is located outside of Arizona or Nevada, and you receive a customer complaint that is consistent with the information described in this package, please contact your local Volvo Representative.

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. Vehicle eligibility must be confirmed via VRC² prior to performing this service campaign.

C. PARTS INFORMATION / PARTS RETURN

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

D. OWNER NOTIFICATION

In late June, Volvo began mailing announcement letters directly to the owners of the affected vehicles.

E. VEHICLES IN RETAILER INVENTORY

All vehicles in retailer's inventory and qualifying for this Service 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 176 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/VCCL.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

All claims should be submitted using the SHORT FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2.

I. RETAILER ALLOWANCE (SHORT FORM APPLICATION)

Labor reimbursement 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> |
|-----------------------------------|------------------------------|-------------------------------|--------------------------------------|------------------------------|
| 176 | A27030 | 02 | Replace Fuel Pump | 1.6 |