



Volvo Cars of North America, LLC

1 Volvo Drive  
P.O. Box 914  
Rockleigh, NJ 07647  
Phone: 201-768-7300  
[www.volvocars.us](http://www.volvocars.us)

Product Safety & Compliance

**\*\*\*\*\* IMPORTANT VEHICLE RECALL NOTICE \*\*\*\*\***

DATE: November 11, 2010

TO: All U.S. and Canadian Volvo Retailers

RE: Volvo Recall 233  
Certain Model Year 2010 XC60 Vehicles

**The sale or lease of defective or non-compliant motor vehicles or equipment is prohibited by law. 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 to conduct a voluntary safety recall on certain model year 2010 XC60 vehicles.

Volvo has identified that Inflatable Curtains (IC) may have been twisted during vehicle assembly. If the IC is not correctly assembled and an accident occurs where the deployment of the IC is required, it may not deploy as intended. This poses an unreasonable risk to motor vehicle safety.

The corrective action is to inspect the left and right IC assembly and adjust if necessary.

**This recall affects 58 vehicles in the U.S and 8 in Canada.**

**OWNER NOTIFICATION**

Owner notification is scheduled to begin in November.

## **RETAILER RESPONSIBILITIES**

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall 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

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

<b>VOLVO</b>				TITLE: <b>Recall 233: Inflatable Curtains (IC) Inspect</b>		GROUP: <b>88</b>	NO: <b>233</b>
				Model Year <b>2010 - XC60</b>		ISSUING DEPARTMENT: <b>Warranty</b>	
<b>Service Manager Bulletin</b>						REFERENCE BULLETINS: <b>RTJ 23838</b>	
				DATE: YEAR    MONTH    DAY <b>2010    11    11</b>			
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	<b>Page 1 of 2</b>			

- A. RECALL 233 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 233 DESCRIPTION**

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2010 XC60 vehicles.

Volvo has identified that Inflatable Curtains (IC) may have been twisted during vehicle assembly. If the IC is not correctly assembled and an accident occurs where the deployment of the IC is required, it may not deploy as intended. This poses an unreasonable risk to motor vehicle safety.

The corrective action is to inspect the left and right IC assembly and adjust if necessary.

This recall affects 58 vehicles in the U.S and 8 in Canada.

**B. VEHICLES INVOLVED**

**NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THIS RECALL REPAIR.**

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.

\_\_\_\_\_  
"Fixed Right — First Time"  
\_\_\_\_\_



**RETAILER VEHICLE CAMPAIGN LIST**

The “Incomplete Recall Report” will be posted on VRC<sup>2</sup> in the Reports Menu under the Service Tab. This report lists all affected vehicles that are on record as retailed/serviced or currently in stock at your facility with incomplete recalls and service campaigns, and is updated monthly.

**C. PARTS INFORMATION / PARTS RETURN**

No parts are required for this recall.

**PARTS RETURN**

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

**D. OWNER NOTIFICATION**

Owner notification is scheduled to begin in November.

**E. VEHICLES IN RETAILER INVENTORY**

All vehicles in retailer inventory and qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

**F. RETAILER RESPONSIBILITY**

Retailers are to perform this recall on eligible vehicles regardless of mileage/kilometers or vehicle age. The repairs included in Recall 233 are 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 (LONG FORM APPLICATION)**

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

**Claim type:** R89152  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 88590

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Time</u>
88590	Inflatable Curtain Check	1	3.1 Hrs
88591	Inflatable Curtain Adjust IF Necessary	1	0.2 Hrs



## TIE - Technical Journal

**Title** Recall 233 - Inflatable curtain inspection**Ref No** US23838.1.1 en-US**Issuer** -**Partner** 3 US 7510 Volvo Cars North America**Func Group** 8845      **Func Desc** airbag**Status** Released**Status Date** 2010-11-11**Issue Date** 2010-11-09**Reference** 89152**Attachment**

File Name	File Size
Attachment TJ 23838.pdf	0.7853 MB

**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
156							2010 -2010		-	0 -0

**CSC**

Code	Description
XW	Service action/Recall/Service action/Recall

**DTC****Text****CSC = Customer Symptom Code****Note! If using a printed copy of this Retailer Technical Journal, first check for the latest online version.**

DESCRIPTION: The inflatable curtains (IC) may have been twisted during assembly on a limited number of 2010 XC60 vehicles. Cars subject to this action have been updated in the QW90 vehicle file with the action claim type.

SERVICE: Follow instructions in attachment.

<b>Volvo Car Customer Service</b>	
	<b>TJ Instruction</b>
	<b>TJ No 23838</b>
	Date November-10 Issue 01
<b>Title</b>	Recall 233 - Inflatable curtain inspection

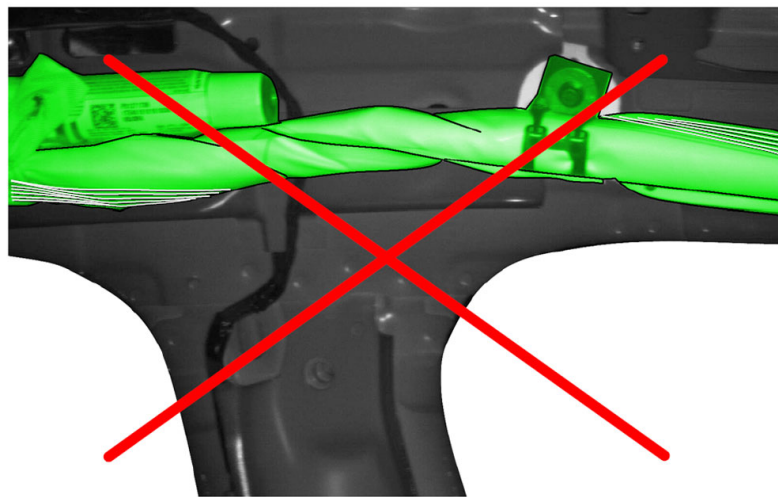
Refer to pages 2 and 3 of this document for service information.

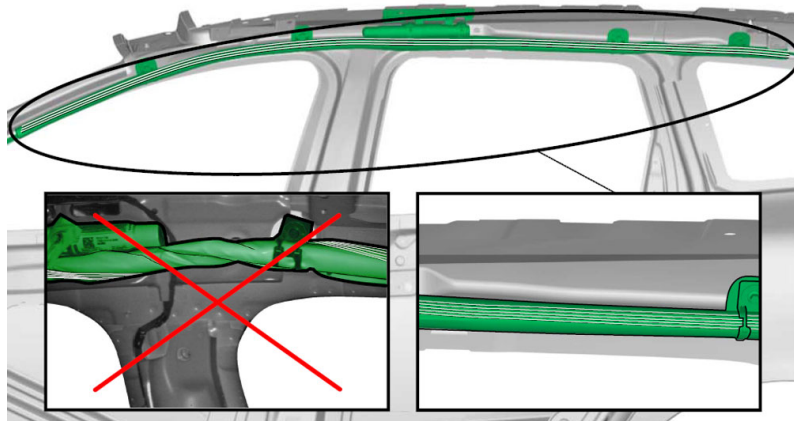


Check

On both sides.

Carry out headlining with sun roof, refer to:  
Removal, replacement and installation  
8 - Body and interior  
85 - Interior  
855 - other upholstery

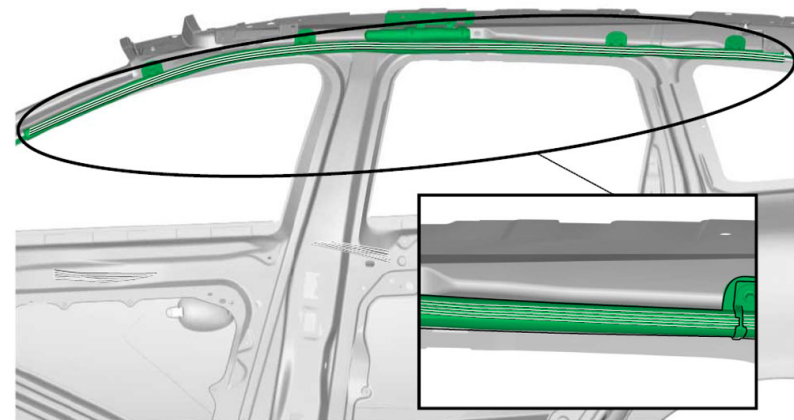




**Warning!** Make sure that the alignment line is not twisted.

### Adjustment

Perform inflatable curtain, refer to:  
Removal, replacement and installation  
8 - Body and interior  
88 - Interior equipment  
884 - seat belt and other restraining systems



**Warning!** Make sure that the alignment line is not twisted.

Install the headliner with roof hatch, refer to:  
Removal, replacement and installation  
8 - Body and interior  
85 - Interior  
855 - other upholstery





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## **IMPORTANT RECALL NOTICE**

November 18, 2010

Dear Volvo Owner:

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 on certain model year 2010 XC60 vehicles.

### ***The reason for Recall 233:***

Volvo has identified that the Curtain Air Bag may have been twisted during vehicle assembly. If the curtain air bag is not correctly assembled and a crash occurs where the deployment of the curtain air bag is required, it may not deploy as intended and therefore will not be able to properly protect the occupant, increasing the risk of injuries.

The corrective action is to inspect the left and right curtain air bag and adjust if necessary.

### ***What you need to do:***

Please contact your authorized Volvo retailer for an appointment. This procedure will be completed at no cost and can take up to 4 hours to complete; **however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.**

***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](mailto: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,

Mike Assainte

Manager, Customer Support



**Volvo Cars of Canada Corp.**

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

November 2010

**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 North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2010 XC60 vehicles.

***The reason for Recall 233:***

Volvo has identified that the Curtain Air Bag may have been twisted during vehicle assembly. If the Curtain Air Bag is not correctly assembled and a crash occurs where the deployment of the Curtain Air Bag is required, it may not deploy as intended and therefore will not be able to properly protect the occupant, increasing the risk of injuries.

The corrective action is to inspect the left and right Curtain Air Bag assembly and adjust if necessary.

***What you need to do:***

Please contact your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost and can take up to 4 hours to complete; **however, due to service scheduling and parts availability, 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 authorized 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](mailto: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 cursive script that reads "Carol Kitchen".

Carol Kitchen  
V.P. Customer Service