



Volvo Cars of North America, LLC

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Product Safety & Compliance

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

DATE: November 23, 2010

TO: All U.S. and Canadian Volvo Retailers

RE: Volvo Recall 234
Certain Model Year 2011 S80, XC70, S60 and 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 2011 S80, XC70, S60 and XC60 vehicles.

Volvo has identified that the engine and transmission software calibration may be too sensitive. When the driver is braking and/or releases the accelerator pedal, the engine idle speed may drop resulting in a sudden engine stall without any prior warning. If this condition occurs, the transmission control unit will enter a temporary protection mode in order to prevent damage to the vehicles transmission. When starting the vehicle again, the driver can operate the vehicle safely home or to an authorized Volvo repair facility, but may experience a louder than usual transmission and a harder gear engagement.

The corrective action is to update the concerned vehicles with new Engine Control Module (ECM) and Transmission Control Module (TCM) software.

This recall affects 6,046 vehicles in the U.S. and 1,087 in Canada.

OWNER NOTIFICATION

Owner notification is scheduled to begin in 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 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
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VOLVO				TITLE: Recall 234: Engine Idle Speed Drop or Stall			GROUP: 28	NO: 234
				Model Year 2011 - S80, XC70, S60 and XC60			ISSUING DEPARTMENT: Warranty	
Service Manager Bulletin			CARMARKET: United States, Canada					
			REFERENCE BULLETINS: RTJ 23743			DATE: YEAR MONTH DAY 2010 11 23		
Service Personnel: read and initial.	SERVICE MANAGER	SERVICE WRITER				WARRANTY ADMINISTRATOR	Page 1 of 3	

- A. RECALL 234 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. TECHNICIAN COMPETENCY REQUIREMENT
- H. CAMPAIGN REIMBURSEMENT PROCEDURES

A. RECALL 234 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2011 S80, XC70, S60 and XC60 vehicles.

Volvo has identified that the engine and transmission software calibration may be too sensitive. When the driver is braking and/or releases the accelerator pedal, the engine idle speed may drop resulting in a sudden engine stall without any prior warning. If this condition occurs, the transmission control unit will enter a temporary protection mode in order to prevent damage to the vehicles transmission. When starting the vehicle again, the driver can operate the vehicle safely home or to an authorized Volvo repair facility, but may experience a louder than usual transmission and a harder gear engagement.

The corrective action is to update the concerned vehicles with new Engine Control Module (ECM) and Transmission Control Module (TCM) software.

B. VEHICLES INVOLVED

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

 "Fixed Right — First Time"

Vehicle eligibility must be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message “RECALL 234 - Engine Idle Speed Drop or Stall (R29159)” will appear for eligible vehicles.

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

The “Unperformed Recall Report” will be posted on VRC² 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

Part# 30785201 - Software Upgrade (S80, XC70)

Part# 30788936 - Software Upgrade (S60, XC60)

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 December.

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 234 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 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. TECHNICIAN COMPETENCY REQUIREMENT

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

H. CAMPAIGN REIMBURSEMENT PROCEDURES (LONG FORM APPLICATION)

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

When purchasing / installing the above software, VIDA may leave a message stating that the latest version of the software has already been installed. If this occurs, the software was installed after the vehicle was marked for this recall. No further repair action is needed, **but it is important to submit a claim per the instructions in this bulletin to correctly mark this vehicle as having this recall completed.**

Claim Type: R29159

Cause Code: 02

CSC Code: XW

Main OP: 36004

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Time</u>
36004	Software Download	1	0.3



TIE - Technical Journal

Title Recall 234: Engine idle speed drop or stall. TCM DTC P074468.

Ref No US23743.1.1 en-GB

Issuer -

Partner 3 US 7510 Volvo Cars North America

Func Group 2800 **Func Desc** ignition and control system

Status Released

Status Date 2010-11-17

Issue Date 2010-11-11

Reference VIDA, SMB 28-234

Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124	90	B6304T4					2011 -2011	21	0134112 -0141219	0 -0
124	94	B6324S4					2011 -2011	21	0134112 -0141219	0 -0
124	95	B6324S5					2011 -2011	21	0134112 -0141219	0 -0
134	90	B6304T4					2011 -2011	22	0000194 -0012895	0 -0
136	90	B6304T4					2011 -2011	21	0094133 -0102176	0 -0
136	94	B6324S4					2011 -2011	21	0094133 -0102176	0 -0
136	95	B6324S5					2011 -2011	21	0094133 -0102176	0 -0
156	90	B6304T4					2011 -2011	22	0135074 -0165252	0 -0
156	94	B6324S4					2011 -2011	22	0135074 -0165252	0 -0
156	95	B6324S5					2011 -2011	22	0135074 -0165252	0 -0

CSC

Code	Description
XW	Service action/Recall/Service action/Recall
BB	Driving/Engine stalls/Unsure when/at all times
BN	Driving/Engine stalls/During deceleration
AE	Idling/Uneven idle
AG	Idling/Low idle/Unsure when/at all times
DL	Warning lights and chimes/Malfunction Indicator Light ("Check engine" light) indication/no indication
7Z	Automatic transmission/Shifts occur too early, too late, too often/Unsure when/at all times
MA	Automatic transmission/Shifts rough or jerky/Unsure when/at all times
MD	Automatic transmission/No automatic gearshift
MG	Automatic transmission/Lockup does not work
NQ	Automatic transmission/No forward/reverse movement in gear
NS	Automatic transmission/Shifts rough or jerky/When upshifting

DTC

Control Module	Code	Fault Type
TCM	P074468	Intermittent

Text**CSC = Customer Symptom Code****DTC = Diagnostic Trouble Code**

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

DESCRIPTION:

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2011 S80, XC70, S60, and XC60 vehicles. Volvo identified that the engine and transmission software calibration may be too sensitive. When the driver is braking and/or releases the accelerator pedal, the engine idle speed may drop resulting in a sudden engine stall without any prior warning. If this condition occurs, the transmission control unit will enter a temporary protection mode in order to prevent damage to the vehicles transmission. When starting the vehicle again, the driver can operate the vehicle safely home or to an authorized Volvo repair facility, but may experience a louder than usual transmission and a harder gear engagement.

The corrective action is to update the concerned vehicles with new Engine Control Module (ECM) and Transmission Control Module (TCM) software.

PRODUCT MODIFICATION:

At structure week 2010w41 (see chassis range above), Engine Control Module (ECM) software and TCM software have been improved in the following areas:

- Lock-up release
- Restarting fuel feed (after fuel cut-off)
- Purge
- TCM DTC P074468 will not trigger limp-home.

PARTS INFORMATION

Part# 30785201 - Software Upgrade (S80, XC70)

Part# 30788936 - Software Upgrade (S60, XC60)

SERVICE:

Perform an ECM Upgrade according to VIDA. An ECM Upgrade will automatically come with a TCM Upgrade when purchased and downloaded.