

VOLVO				TITLE:		GROUP: 36	NO: 229	
				Recall 229: Driver's Airbag Clockspring Connector Shim Model Year 2010-2011 S80, XC70; 2011 XC60; 2010 V70		ISSUING DEPARTMENT: Warranty		
Service Manager Bulletin						REFERENCE BULLETINS: PB 36-229 RTJ 22855		CARMARKET: United States, Canada
				DATE: YEAR MONTH DAY 2010 10 20				
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR					Page 1 of 2

- A. RECALL 229 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
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- F. RETAILER RESPONSIBILITY
- G. CAMPAIGN REIMBURSEMENT PROCEDURES

A. RECALL CAMPAIGN 229 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2010 - 2011 S80, XC70, 2011 XC60 and 2010 V70 vehicles.

Volvo has identified that there may be an intermittent fault in the driver's airbag clockspring wiring connector for the Supplemental Restraint System (SRS). If this condition occurs, the SRS lamp will be permanently illuminated along with the following message in the Drivers Information Module (DIM) "AIRBAG SYSTEM SERVICE REQUIRED".

If the condition occurs during driving, and if the driver ignores the warning, should an accident occur where the deployment of the driver's airbag is required, the driver's airbag may not deploy as intended or not deploy at all. This poses an unreasonable risk to motor vehicle safety.

The corrective action is to install a metal shim in the driver's airbag clockspring wiring connector.

This recall affects 9,746 vehicles in the U.S and 1,157 in Canada.

B. VEHICLES INVOLVED

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

"Fixed Right — First Time"



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 "Incomplete 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

Please refer to Parts Bulletin 36-229.

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 October.

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 229 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. CAMPAIGN REIMBURSEMENT PROCEDURES (LONG FORM APPLICATION)

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

Claim type: R89140
Cause Code: 02
CSC Code: XW
Main OP: 36591

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Time</u>
36591	Contact Reel/Steering Wheel Module (SWM) Adjust	1	0.5

SUBJECT Recall 229: Driver's Airbag Clockspring Connector Shim MY 2010 - 2011 S80, XC70; 2011 XC60; 2010 V70				GROUP 36	NO 229		
COPY TO / CIRCULATIONS (PLEASE INITIAL)				MARKET United States, Canada	PAGE 1 of 1		
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
					2010	10	25

Reference Bulletins: SMB 36-229
RTJ 22855

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Volvo has identified that there may be an intermittent fault in the driver's airbag clockspring wiring connector for the Supplemental Restraint System (SRS). If this condition occurs, the SRS lamp will be permanently illuminated along with the following message in the Drivers Information Module (DIM) "AIRBAG SYSTEM SERVICE REQUIRED".

If the condition occurs during driving, and if the driver ignores the warning, should an accident occur where the deployment of the driver's airbag is required, the driver's airbag may not deploy as intended or not deploy at all. This poses an unreasonable risk to motor vehicle safety.

The corrective action is to install a metal shim in the driver's airbag clockspring wiring connector.

This recall affects 9,746 vehicles in the U.S and 1,157 in Canada.

The following part numbers apply:

Part Number	Description	Qty
31324709	Shim	1

* A 50% parts allocation of part# 31324709 was distributed to retailers on Monday October 11th.

"Fixed Right — First Time"





TIE - Technical Journal

Title Recall 229: SRS clockspring connector**Ref No** US22855.5.5 en-GB**Issuer** -**Partner** 3 US 7510 Volvo Cars North America**Func Group** 6419 **Func Desc** miscellaneous**Status** Released**Status Date** 2010-10-25**Issue Date** 2010-10-25**Reference****Attachment**

File Name	File Size
Recall 229 instruction.pdf	0.4080 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2010 -2011		0123254 -0136536	0 -0
135							2010 -2011		0142445 -0172769	0 -0
136							2010 -2011		0082543 -0096858	0 -0
156							2011 -2011		0087281 -0141518	0 -0

CSC

Code	Description
U7	Seat belt and other safety systems/Other restraint problems
KT	Warning lights and chimes/Supplemental Restraint System (SRS) indication/no indication
8W	Seat belt and other safety systems/Air bag (SRS, IC, ROPS, SIPS) problems

DTC

Control Module	Code	Fault Type
SRS	B00021A	Permanent
SRS	B00021A	Intermittent

Text

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NOTE: This document supersedes the previous version dated October 5, 2010. Changes to this document are:
-Chassis numbers for 156 (XC60) were incorrectly listed as 135000 - 141519. This has been corrected in the header.

-Added statement in regards to cars being manually marked in QW90

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2010 - 2011 S80, V70, XC70 and certain 2011 XC60 vehicles. Volvo has identified that there may be an intermittent fault in the clockspring wiring connector for the Supplemental Restraint System (SRS). If this condition occurs, the SRS lamp will be permanently lit and the message "AIRBAG SYSTEM SERVICE REQUIRED" will be displayed in the Drivers Information Module (DIM).

If the condition occurs during driving and if the driver ignores the warning, and an accident occurs where the deployment of

the driver's airbag is required, the airbag may not deploy as intended or not deploy at all. This poses an unreasonable risk to motor vehicle safety.

The corrective action is to install a metal shim in the clockspring wiring connector.

Cars have been manually marked in QW90 with a chassis number list. There might be cars within the limitations above which are not affected by this action.

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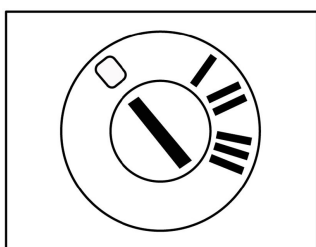
SERVICE:

Install a metal shim P/N 31324709 on the clockspring connector as per the instructions in the attachment.

Volvo Cars of North America	
TJ attachment	
Recall 229	
Date October 08, 2010	
Title	Recall 229 repair instruction

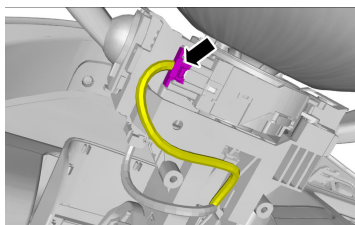
Materials

Materials	Qty.	Part No.	Notes
Isopropanol	0.01	1161721	Consumables, according to standard
Shim	1.0	31324709	

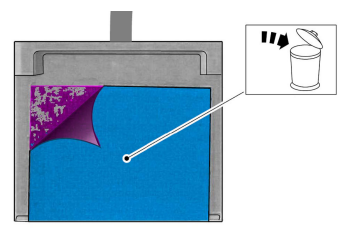


Remove panel steering column, refer to:
Removal, replacement and installation
8 - Body and interior
88 - Interior equipment
881 - instrument and radio panel

Disconnect contact reel connector

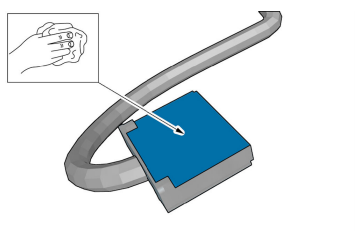


Remove any existing tape from earlier repairs.



NOTE: If a metal shim is already installed, leave it in place. There are no further actions necessary.

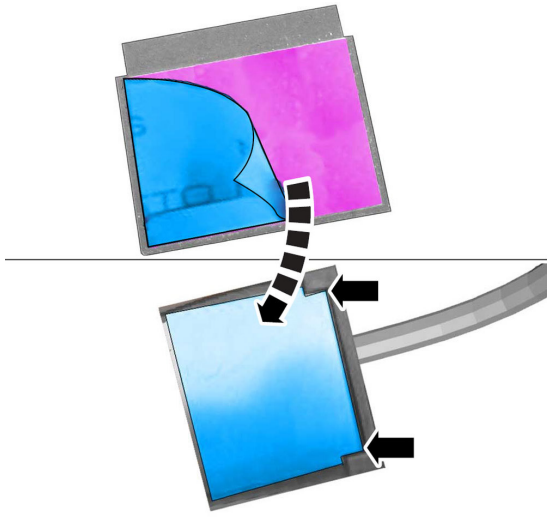
Caution! Make sure that the surface is clean and free of foreign material and any old adhesive residue.



Clean the surface.

Use: Isopropanol, 1161721

Installation



Warning! Make sure that the Metal shim is positioned correctly.

Install removed components as per VIDA :
Removal, replacement and installation
8 - Body and interior
88 - Interior equipment
881 - instrument and radio panel



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
Phone: 201-768-7300
www.volvocars.us

IMPORTANT RECALL NOTICE

October 20, 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 to conduct a voluntary safety recall on certain model year 2010 – 2011 S80, XC70, 2011 XC60 and 2010 V70 vehicles.

The reason for Recall 229:

Volvo has identified that there may be an intermittent fault in the driver's airbag clockspring wiring connector for the Supplemental Restraint System (SRS). If this condition occurs, the SRS lamp will be permanently illuminated along with the following message in the Drivers Information Module (DIM) "AIRBAG SYSTEM SERVICE REQUIRED".

If the condition occurs during driving, and if the driver ignores the warning, should an accident occur where the deployment of the driver's airbag is required, the driver's airbag may not deploy as intended or not deploy at all. This poses an unreasonable risk to motor vehicle safety.

The corrective action is to install a metal shim in the driver's airbag clockspring wiring connector.

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 one hour 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.

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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Telephone (416) 493-3700
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October 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 – 2011 S80, XC70, 2011 XC60 and 2010 V70 vehicles.

The reason for Recall 229:

Volvo has identified that there may be an intermittent fault in the driver's airbag clockspring wiring connector for the Supplemental Restraint System (SRS). If this condition occurs, the SRS lamp will be permanently illuminated along with the following message in the Drivers Information Module (DIM) "AIRBAG SYSTEM SERVICE REQUIRED".

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The corrective action is to install a metal shim in the driver's airbag clockspring wiring connector.

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 one hour 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. 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