



**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: August 5, 2011

TO: All U.S. and Canadian Volvo Retailers

RE: Volvo Recall 246  
Certain Model Year 2007 S80 6 Cylinder Non-Turbo 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 2007 S80 6 cylinder non-turbo (Engine Code 98) vehicles.

The power steering reservoir return hose may have been incorrectly routed, which can result in increased pressure in the power steering system. The power steering return hose may burst at the steering gear due to the increased pressure, resulting in a loss of power steering fluid and a sudden loss of power steering assistance without prior warning to the driver.

The corrective action will be to inspect the routing of the power steering reservoir return hose. If the reservoir return hose is routed correctly, no further action is required. If the reservoir return hose is routed incorrectly, it will be necessary to replace and re-route the reservoir return hose, and also replace the steering gear return hose and the power steering fluid reservoir.

This recall affects 8,406 vehicles in the U.S., 299 in Canada and 3 in Puerto Rico.

**OWNER NOTIFICATION**

Owner notification is scheduled to begin in August.

## **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
- Technical Journal
- Parts Bulletin

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in blue ink that reads "A. Kopstein". The signature is fluid and cursive, with a long horizontal stroke at the end.

Adam Kopstein  
Manager, Product Safety and Compliance  
201-768-7300 ext# 7908  
akopstei@volvocars.com

<b>VOLVO</b>				TITLE:		GROUP:	NO:
				Recall 246: Inspect Power Steering Return Hose  Model Year 2007 S80 Engine Code 98		64	246
<b>Service Manager Bulletin</b>						ISSUING DEPARTMENT:	
				Warranty			
<b>Service Bulletin</b>				CARMARKET:			
				United States, Canada			
Service Personnel: read and initial.				REFERENCE BULLETINS:		DATE:	
				TJ 25040, PB 64-246		YEAR	MONTH
SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	2011	08	05	<b>Page 1 of 2</b>	

- A. RECALL 246 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 246 DESCRIPTION**

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2007 S80 vehicles equipped with 6 cylinder non-turbo (engine Code 98) engines.

The power steering reservoir return hose may have been incorrectly routed, which can result in increased pressure in the power steering system. The power steering return hose may burst at the steering gear due to the increased pressure, resulting in a loss of power steering fluid and a sudden loss of power steering assistance without prior warning to the driver.

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This recall affects 8,406 vehicles in the U.S., 299 in Canada and 3 in Puerto Rico.

**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 VRC<sup>2</sup> - Vehicle Warranty where the message "RECALL 246 - Inspect P/S Return Hose (R89240)" 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 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

Please refer to Parts Bulletin 64-246.

#### 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 August.

### 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 246 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. 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.

**Claim Type:** R89240  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 64794

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
64794	Inspect P/S Return Hose	1	0.2 Hrs
64793	Replace 2 P/S Return Hoses & Reservoir	1	2.5 Hrs



# Parts Bulletin

SUBJECT <b>Recall 246: Inspect Power Steering Return Hose Model Year 2007 S80 Engine Code 98</b>				GROUP <b>64</b>		NO <b>246</b>	
				MARKET <b>United States, Canada</b>		PAGE <b>1 of 1</b>	
COPY TO / CIRCULATIONS (PLEASE INITIAL)							
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
					<b>2011</b>	<b>08</b>	<b>05</b>

Reference Bulletins: TJ 25040  
SMB 64-246

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2007 S80 vehicles equipped with 6 cylinder non-turbo (engine Code 98) engines.

The power steering reservoir return hose may have been incorrectly routed, which can result in increased pressure in the power steering system. The power steering return hose may burst at the steering gear due to the increased pressure, resulting in a loss of power steering fluid and a sudden loss of power steering assistance without prior warning to the driver.

The corrective action will be to inspect the routing of the power steering reservoir return hose. If the reservoir return hose is routed correctly, no further action is required. If the reservoir return hose is routed incorrectly, it will be necessary to replace and re-route the reservoir return hose, and also replace the steering gear return hose and the power steering fluid reservoir.

**This recall affects 8,406 vehicles in the U.S., 299 in Canada and 3 in Puerto Rico. It is estimated that only a small percent of the cars will need to have parts fitted after inspection. There will not be an allocation for this recall. Please only order these parts as needed.**

The following part numbers apply:

Part Number	Description	Qty
30680756	Fluid Reservoir	1
31329150	Cooling Coil	1
31360018	Return Hose	1
30760001	Sems Screw	2
30741424	Power Steering Oil	0.5

**"Fixed Right — First Time"**



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<b>Title</b>	Recall 246: Power Steering Return Hose	<b>Status</b>	Released
<b>Ref No</b>	US25040.1.1 en-US	<b>Status Date</b>	2011-08-05
<b>Issuer</b>	-	<b>Issue Date</b>	2011-07-19
<b>Partner</b>	3 US 7510 Volvo Cars North America	<b>Reference</b>	SMB 64-246, PB 64-246, VIDA
<b>Func Group</b>	6400		
<b>Func Desc</b>	steering		

**Attachment**

File Name	File Size
Recall_246_Inspection.pdf	0.2197 MB

**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2007-2007		-	0-0

**CSC** Customer Symptom Codes

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

**DTC** Diagnostic Trouble Codes

**Text**

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

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The power steering reservoir return hose may have been incorrectly routed, which can result in increased pressure in the power steering system. The power steering return hose may burst at the steering gear due to the increased pressure, resulting in a loss of power steering fluid and a sudden loss of power steering assistance without prior warning to the driver.

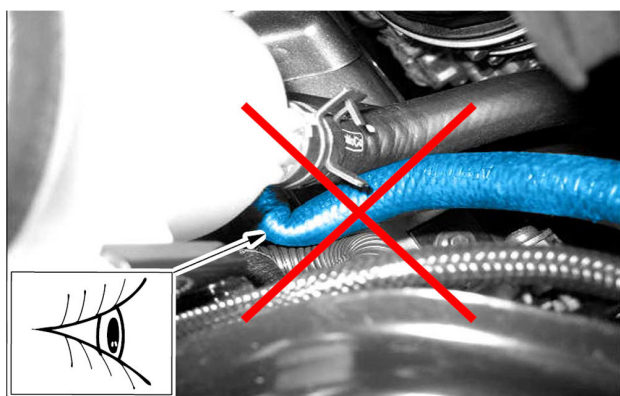
The corrective action will be to inspect the routing of the power steering reservoir return hose according to the attached document . If the reservoir return hose is routed correctly, no further action is required. If the reservoir return hose is routed incorrectly, it will be necessary to replace and re-route the reservoir return hose, and also replace the steering gear return hose and the power steering fluid reservoir.

- Power steering reservoir, 30680756
- Power steering return hose (from cooling coil to steering gear), 31360018
- Power steering cooling coil (return hose at reservoir), 31329150

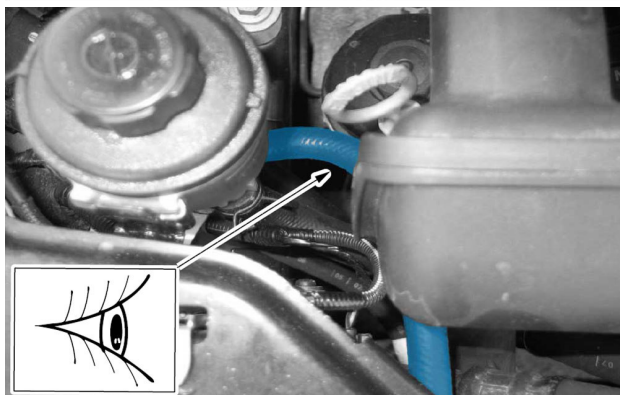
The instructions for replacing these components are found in VIDA section 645, power steering equipment.

If the routing is correct, no further action is required. Continued on next page

<b>Volvo Car Customer Service</b>	
TJ Instruction	
TJ 25040	
July-2011 Issue 01	
<b>Recall 246, Power Steering Return Hose</b>	



This hose is incorrectly routed.  
A restriction can be seen.  
The repairs specified in the TJ  
should be carried out.



This hose is correctly routed.  
There is no restriction.  
No further action needs to be  
taken.



**Volvo Cars of North America, LLC**

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

## IMPORTANT RECALL NOTICE

**NHTSA RECALL 11V-378**

August 05, 2011

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 2007 S80 vehicles equipped with 6 cylinder non-turbo engines.

### ***The reason for Recall 246:***

The power steering reservoir return hose may have been incorrectly routed, which can result in increased pressure in the power steering system. The power steering return hose may burst at the steering gear due to the increased pressure, resulting in a loss of power steering fluid and a sudden loss of power steering assistance without prior warning to the driver, increasing the risk of a crash.

The corrective action will be to inspect the routing of the power steering reservoir return hose. If the reservoir return hose is routed correctly, no further action is required. If the reservoir return hose is routed incorrectly, it will be necessary to replace and re-route the reservoir return hose, and also replace the steering gear return hose and the power steering fluid reservoir.

### ***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 3 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 had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information please refer to the Volvo Customer Care Center contact information in this letter.

***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 contact us by going to [www.VolvoCars.US/ContactCustomerCare](http://www.VolvoCars.US/ContactCustomerCare)

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,

A handwritten signature in cursive script that reads "Mike Assainte".

Mike Assainte

Manager, Customer Support



**Volvo Cars of Canada Corp.**

175 Gordon Baker Road  
North York, ON, Canada M2H 2N7  
Telephone (416) 493-3700  
Facsimile (416) 496-0552  
[www.volvocanada.com](http://www.volvocanada.com)

August 2011

## **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 2007 S80 vehicles equipped with 6 cylinder non-turbo engines.

### ***The reason for Recall 246:***

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### ***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 3 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 [vclcust@volvocars.com](mailto:vclcust@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.

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