



Volvo Cars of North America, LLC

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Product Safety & Compliance

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

DATE: March 21, 2012

TO: All U.S. and Canadian Volvo Retailers

RE: Volvo Recall 251
Certain Model Year 2012 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 2012 S60, XC60 vehicles.

Volvo has identified that an incorrect mixture of underbody coating, in combination with over-application, can result in rigid, icicle-like areas of underbody coating hanging from the undercarriage of the vehicle. If this condition is present in the location of the fuel lines, the underbody coating may penetrate the fuel lines resulting in fuel leakage.

The corrective action is to inspect all eligible vehicles, and if excessive under body coating is found in the fuel line area, it will need to be removed. If the fuel lines are damaged, they will need to be replaced.

A total of 2,742 U.S. and 136 Canadian vehicles are eligible for this recall.

OWNER NOTIFICATION

Owner notification is scheduled to begin in April.

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, appearing to read "A. Kopstein".

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

VOLVO				TITLE:		GROUP:	NO:	
				Recall 251: Inspect Fuel Lines for Contact with Underbody Coating		80	251	
Service Manager Bulletin						Model Year 2012 S60, XC60		ISSUING DEPARTMENT:
				Warranty				
Service Personnel: read and initial.				REFERENCE BULLETINS: TJ 26058, PB 80-251		CARMARKET:		
						United States, Canada		
SERVICE MANAGER		SERVICE WRITER		WARRANTY ADMINISTRATOR		DATE:		
						YEAR	MONTH	DAY
						2012	05	08
						Page 1 of 3		

- A. RECALL 251 DESCRIPTION
- B. VEHICLES INVOLVED
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- D. OWNER NOTIFICATION
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- F. RETAILER RESPONSIBILITY
- G. TECHNICIAN COMPETENCY REQUIREMENT
- H. CAMPAIGN REIMBURSEMENT PROCEDURES

A. RECALL 251 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2012 S60 and XC60 vehicles.

An incorrect mixture of underbody coating, in combination with over-application, can result in rigid, icicle-like areas of underbody coating hanging from the undercarriage of the vehicle. If this condition is present in the location of the fuel lines, the underbody coating may penetrate the fuel lines resulting in fuel leakage.

The corrective action is to inspect all eligible vehicles, and if excessive under body coating is found in the fuel line area, it will be removed. If the fuel lines are damaged, they will be replaced.

A total of 2,742 U.S. and 136 Canadian vehicles are eligible for this recall.

B. VEHICLES INVOLVED

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

Vehicle eligibility must be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message "RECALL 251 - Inspect Underbody Coating (R89299) SMB 80-251" will appear for eligible vehicles.

"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 "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

Please refer to Parts Bulletin 80-251.

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 April.

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 251 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 Certified 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:	R89299
Cause Code:	02
CSC Code:	XW
Main OP:	23893
Failed Part:	31303564

INSPECTION ONLY NEEDED

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
23893	Inspect Fuel Lines for Contact with Excessive Underbody Coating	1	0.3 Hrs

IF FUEL LINE CONTACT IS FOUND ADD OP#S BELOW AS NEEDED

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
23894	Remove Excessive Underbody Coating	1	0.1 Hrs
23895	Replace Fuel Rail	1	0.3 Hrs
23896	Replace Fuel Line	1	0.4 Hrs

Title	Recall 251 Inspect Fuel Lines for Contact with Underbody Coating	Status	Released
Ref No	US26058.1.2 en-GB	Status Date	2012-05-08
Issuer	-	Issue Date	2012-05-08
Partner	3 US 7510 Volvo Cars North America	Reference	VIDA
Func Group	8000		
Func Desc	body, cab and interior		

Attachment

File Name	File Size
TJ 26058.pdf	0.2080 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
134							2012-2012		0124055-0128338	0-0
156							2012-2012		0302264-0308564	0-0

CSC Customer Symptom Codes

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

DTC Diagnostic Trouble Codes

Text

CSC = Customer Symptom Code

DTC = Diagnostic Trouble Code

Note! If using a printed copy of this 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 2012 S60 and XC60 vehicles.

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The corrective action is to inspect all eligible vehicles, and if excessive under body coating is found in the fuel line area, it will be removed. If the fuel lines are damaged, they will be replaced.

SERVICE:

Follow inspection/repair instructions in attachment.

To view TJ attachment continue to next page:

Volvo Car Customer Service

TJ Instruction

TJ No26058

Date

May 2012
Issue 01

Title Recall 251 Inspect Fuel lines for Contact with Underbody coating

Materials*	Quantity	Part No.
Fuel rail	1	31303564
Plastic pipe	1	31336649
Feed line	1	31303201
Plastic pipe	1	31277380
Plastic pipe	1	31277381

* Note: Very few vehicles will require a rail replacement- Do not order a replacement line with out first confirming the need of one.

1.

Note! Some variation in the illustrations may occur, but the essential information is always correct

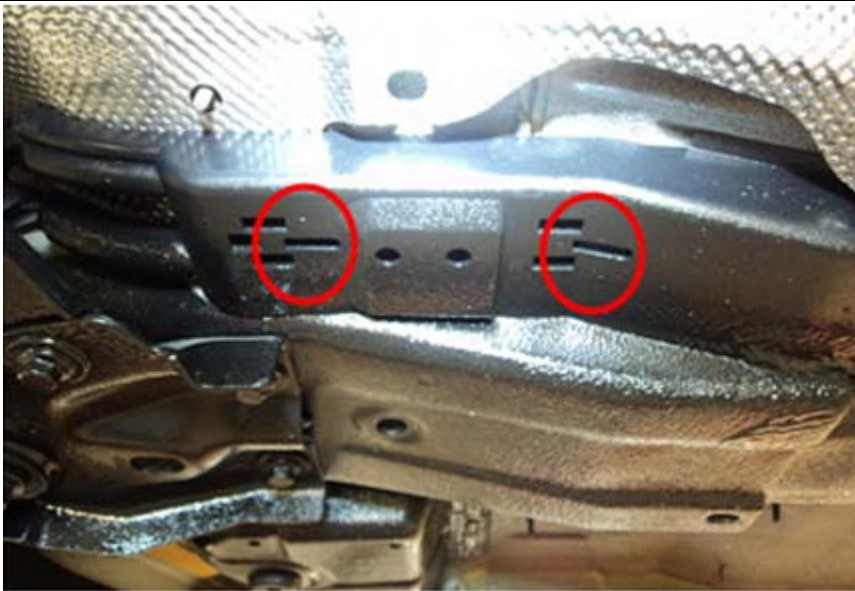
Inspection

2.



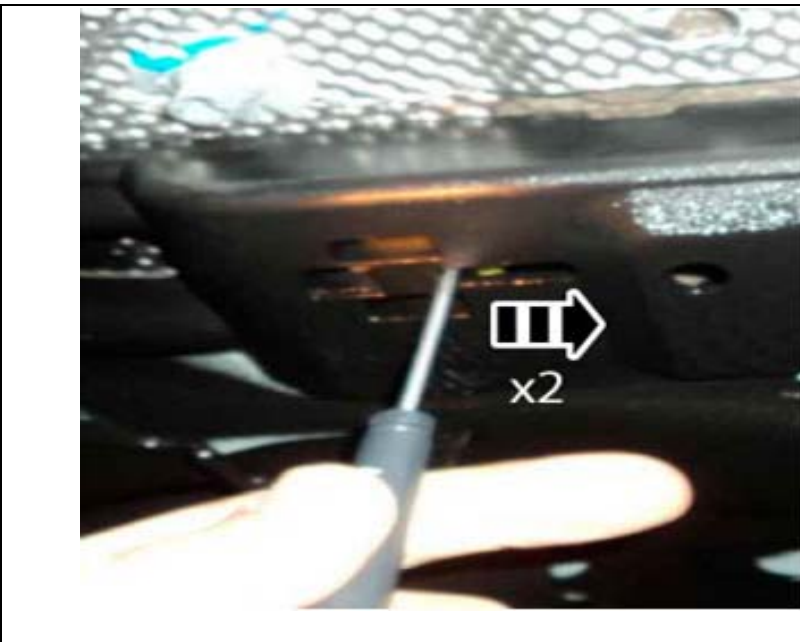
Location of conflict area under fuel rail.

3.



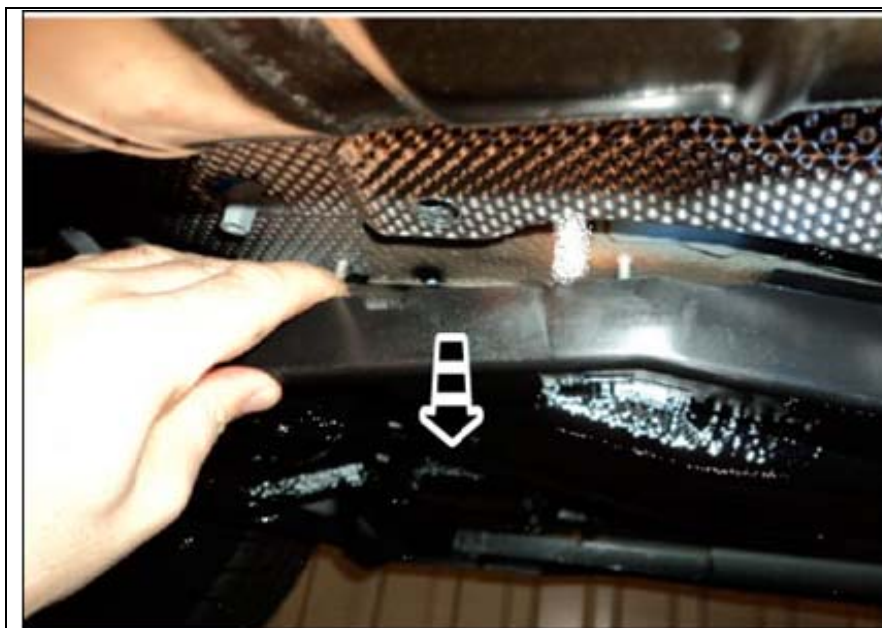
Location of the two yellow clips in fuel rail.

4.



Loosen the two yellow clips in fuel rail by pulling backwards.

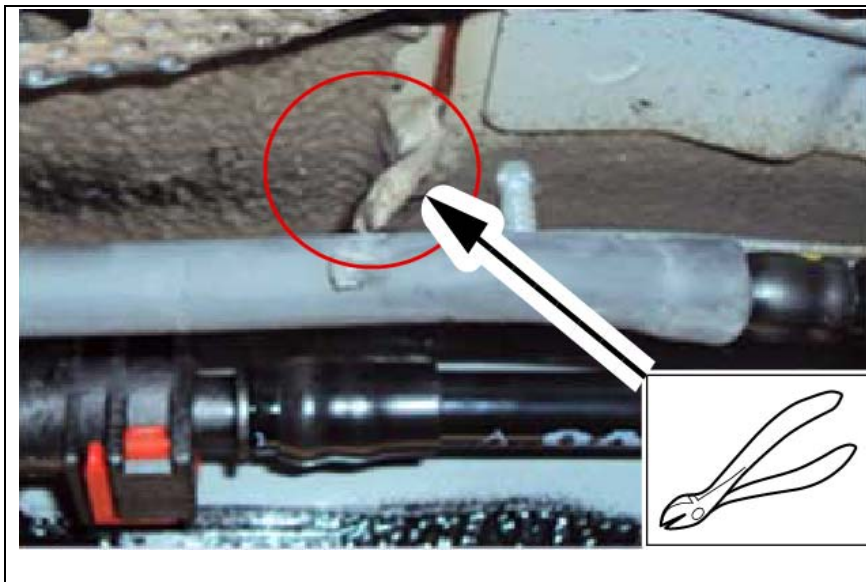
Use: Screwdriver.



Pull down fuel rail.

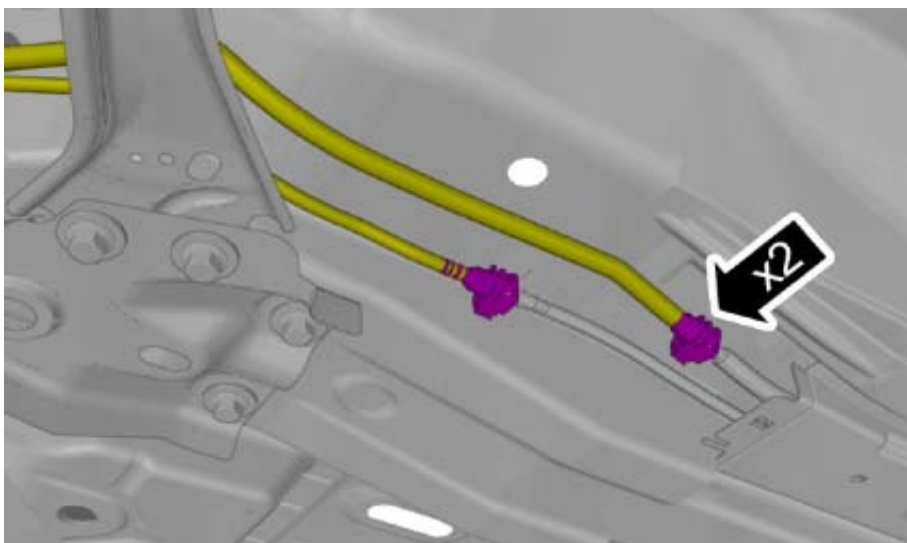


Check for excess body coating.
If the fuel pipes are in conflict with the stalactites, the fuel rail has to be replaced.



Not OK

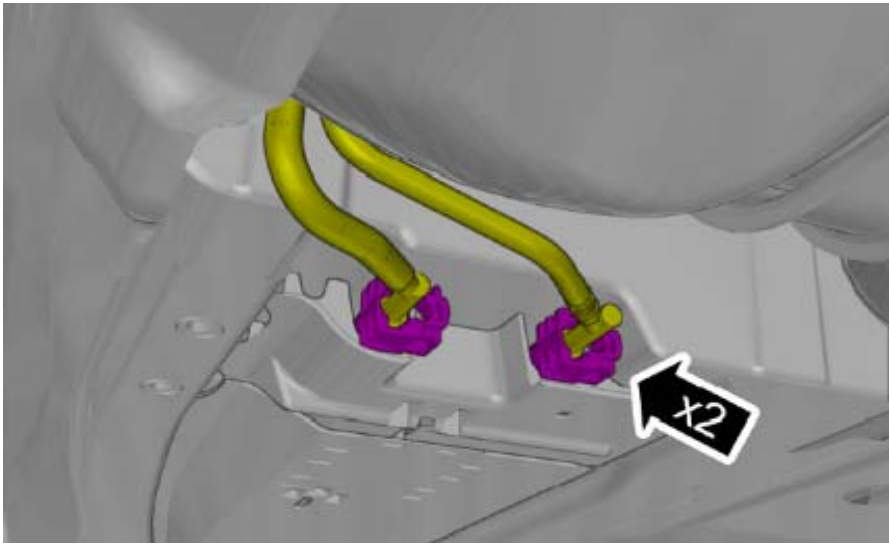
Cut away any contact with fuel rail.



Warning!

Be prepared to collect escaping fuel.

Remove old line and reinstall new one in reverse order.





Parts Bulletin

SUBJECT Recall 251: Inspect Fuel Lines for Contact with Underbody Coating - Model Year 2012 S60, XC60				GROUP 80		NO 251	
				MARKET United States, Canada		PAGE 1 of 1	
COPY TO / CIRCULATIONS (PLEASE INITIAL)							
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
					2012	05	08

Reference Bulletins: SMB 80-251
TJ 26058

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2012 S60 and XC60 vehicles.

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The corrective action is to inspect all eligible vehicles, and if excessive under body coating is found in the fuel line area, it will be removed. If the fuel lines are damaged, they will be replaced.

Recall 251 affects 2,742 vehicles in the U.S. and 136 vehicles in Canada.

The following part numbers apply:

Part Number	Description	Qty
31303564	Rail	1
31336649	Plastic pipe	1
31303201	Feed line	1
31277380	Plastic pipe	1
31277381	Plastic pipe	1

Due to limited part supply, order on an as-needed basis. Most vehicles should only require an inspection.

"Fixed Right — First Time"

