

**September, 2004**

**TO: ALL VOLVO RETAILERS – US**

**RE: RECALL CAMPAIGN 139: INSPECTING THE FUEL TANK AND INSTALLING RUBBER DAMPERS**

### **DESCRIPTION**

Volvo Cars North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in certain model year 1994-1997 Volvo 850 vehicles.

In certain cases, after prolonged exposure to extreme heat, the fuel tank may develop seepage at the heat shield attachment. This is because the heat shield attachment locations may not meet certain Volvo specifications. When this occurs, a fuel odor may be present. Fuel seepage in the presence of an ignition source may result in a fire.

The corrective action will be to inspect the vehicle's fuel tank for fuel seepage or cracks at the heat shield attachment points. The fuel tank will be replaced if any seepage or a crack is found. To prevent future occurrence of fuel seepage, the corrective action will be to install a bushing to each of the heat shield attachments on the fuel tank.

The ONLY vehicles involved in this recall are MY1994 through MY1997 850 vehicles currently registered in the following seventeen states: California, Arizona, New Mexico, Texas, Louisiana, Mississippi, Alabama, Georgia, South Carolina, Florida, North Carolina, Tennessee, Arkansas, Oklahoma, Utah, Nevada and Hawaii.

Information on vehicles in the remaining states and Canada will be distributed in the near future, where Volvo will implement this repair as a Service Campaign.

Number of Vehicles potentially affected in US for Recall Campaign 139 are approximately 78,000 vehicles. Vehicle eligibility must be confirmed using VEN or VRC2 prior to performing this campaign.

### **OWNER NOTIFICATION**

Note: There will be a staggered launch of customer notification letters between 09/24/04 and approximately 10/29/04. Please see the detailed customer notification launch schedule information for the 17 affected states in the Parts Bulletin No Group 23-139.

### **RETAILER RESPONSIBILITIES**

Retailers must perform this recall on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this Recall Campaign 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 this important recall work. Your regional representative will follow up to ensure that this recall is proceeding smoothly.

A complete description of the recall requirements and claim submission procedures will follow.

It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Service Manager Bulletin 23-139
- TNN 23-24
- Parts Bulletin 23-139

- Owner Notification Letter

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

Volvo Cars of North America, LLC



# Service Manager Bulletin

TITLE:

**Inspecting the Fuel Tank and Installing Rubber Dampers,  
1994-1997 850**

<b>GROUP:</b> 23	<b>NO:</b> 139	<b>ISSUING DEPARTMENT:</b> Warranty	<b>CAR MARKET:</b> United States
<b>REFERENCE BULLETINS:</b> PB 23-139, TNN 23-24			<b>ISSUE DATE:</b> 2004-09-23
			<b>STATUS DATE:</b> 2015-12-10
<b>Service Personnel:</b> Read and initial	<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>
			<b>Page 1 of 5</b>

**“Right first time in Time”**

**UPDATE NOTES:** In Section “I,” revised Labor Operation and Labor Time.

- A. **RECALL CAMPAIGN 139 DESCRIPTION**
- B. **VEHICLES INVOLVED**
- C. **PARTS INFORMATION/PARTS RETURN**
- D. **OWNER NOTIFICATION**
- E. **VEHICLES IN RETAILER INVENTORY**
- F. **RETAILER RESPONSIBILITY**
- G. **CAMPAIGN REIMBURSEMENT PROCEDURES**
- H. **TECHNICIAN COMPETENCY REQUIREMENT**
- I. **RETAILER ALLOWANCE**
- J. **CUSTOMER REIMBURSEMENT**

**A. RECALL CAMPAIGN 139 DESCRIPTION**

Volvo Cars of North America, LLC (Volvo) has determined that in certain MY 1994-97 850s may have a defect in the fuel tank. In certain cases, after prolonged exposure to extreme heat, the fuel tank may develop fuel seepage at the heat shield attachment. When this occurs, a fuel odor may also be present.

**The ONLY vehicles involved in this recall are MY1994 through MY1997 850 vehicles currently registered in the following seventeen states: California, Arizona, New Mexico, Texas, Louisiana, Mississippi, Alabama, Georgia, South Carolina, Florida, North Carolina, Tennessee, Arkansas, Oklahoma, Utah, Nevada and Hawaii.**

Information on vehicles in the remaining states and Canada will be distributed in the near future, where Volvo will implement this repair as a Service Campaign.



**Note: This will be a staggered launch of customer notification letters between 9/24/04 and 10/29/04. Please see customer notification launch schedule information for the 17 affected states in this bulletin.**

The corrective action will be to inspect the fuel tank for seepage or cracks at the heat shield attachment points. To prevent possible further occurrence of fuel seepage, a bushing will be installed to each of the heat shield attachment points on the fuel tank. The bushing will alleviate any further stress on the attachment points. In the rare case that fuel seepage or cracks are found, the fuel tank will be replaced. Recall 139 affects approximately 78,000 vehicles in the U.S.

## **B. VEHICLES INVOLVED**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS CAMPAIGN.**

Vehicle eligibility should be confirmed:

- Inquire via VEN or VRC<sup>2</sup> - Vehicle Warranty where the message “RECALL CAMPAIGN 139 INCOMPLETE” will appear for eligible vehicles.

**All vehicles should be checked for any other incomplete recalls or service campaigns or service upgrades. All open Recall or Service Campaign or Service Upgrade repairs should be completed.**

## **RETAILER VEHICLE CAMPAIGN LIST**

A “Retailer Campaign List” will be posted on VRC<sup>2</sup> in the Reports Menu under the Service Tab for 75 days from initial launch. This list details all affected vehicles that are on record as being retailed or currently in stock at your facility, and is updated monthly. Vehicle eligibility must be confirmed via VRC<sup>2</sup> prior to performing this recall.

## **C. PARTS INFORMATION / PARTS RETURN**

**Please refer to Parts Bulletin 23-139.**

### **PARTS RETURN**

Replaced fuel tanks will be required to be held for inspection. Fuel Tanks should be stored and disposed of properly per your local and state requirements.

## **D. OWNER NOTIFICATION**

### **Customer Notification Launch Schedule**

#### **Stage I**

Approximately 10,000 customer letters, split between the following states that the vehicle was originally retailed, will be mailed on 9/24/04.

Alabama	Arkansas	Mississippi	New Mexico	Utah
Arizona	Louisiana	Nevada	South Carolina	



## Stage II

Approximately 30,000 customer letters, divided between the following states, will be mailed on 10/22/04. Approximately 50% of customers in each of the below stage II states will be contacted. Stage II parts allocation will be sent to the below states starting on or about the week of October 11th:

California	Georgia	North Carolina	Tennessee
Florida	Hawaii	Oklahoma	Texas

## Stage III

Approximately 38,000 remaining customer letters, divided between the following states, will be sent on 10/29/04. The remaining 50% of customers will be contacted in each of the below states. Stage III parts allocation will be sent to the following states starting on or about the week of October 18th:

California	Georgia	North Carolina	Tennessee
Florida	Hawaii	Oklahoma	Texas

### E. VEHICLES IN RETAILER INVENTORY

All vehicles in retailer's inventory and qualifying for this Recall Campaign should be repaired prior to a customer taking possession of the vehicle.

### F. RETAILER RESPONSIBILITY

Retailers are to perform this campaign on eligible vehicles regardless of Mileage/kilometers or vehicle age. The campaign work covered under Recall 139 is free of charge to the owner. In the event that the original announcement letter is lost or misplaced, the owner is not to be refused this important campaign work. Your Regional Representative will follow up to ensure that this campaign is proceeding smoothly.

### G. CAMPAIGN REIMBURSEMENT PROCEDURES

All claims should be submitted using the LONG FORM application.

### H. TECHNICIAN COMPETENCY REQUIREMENT

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

### I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

#### INSPECTION AND REPLACEMENT OF BUSHINGS

<u>Part Number</u>	<u>Description</u>	<u>Qty</u>
8629586	Rubber damper	3 or 4*
945407	Flange nut	3 or 4*

\* Four Rubber Dampers and Flange Nuts required when the fuel tank has a rear protective plate.

# Service Manager Bulletin 23-139



**Claim Type:** S24048  
**Main Operation Number:** 90070 (Fuel Tank Check)  
**Failed Part Number:** 8629586  
**Cause Code:** 16  
**Symptom Code:** 5E

## Claimed Operation Numbers

<u>Operation Number</u>	<u>Description</u>	<u>Qty</u>	<u>Labor Time</u>
90070	Fuel Tank Check	1	0.1
90106	Rubber Cushions Install	1	0.3

## REPLACING THE FUEL TANK (WHEN NECESSARY) (LONG FORM APPLICATION)

Cars With Emission code 0, 1, 2, 5, 6

<u>Material</u>	<u>Quantity</u>	<u>Part Number</u>
Fuel tank	1	8631059
Gasket	1	9447141
Gasket	1	9447142
Nut	1	3501322
Nut	1	9142607
Fuel level sensor*	1	9480918*
Hose clamp	1	989879
Hose	1	969106
Hose clamp	2	9142053
Gasket	1	6842188
Protecting plate*	1	9470378*

\* Only applies to model year 1994

Cars With Emissions Code 3 or 4

<u>Material</u>	<u>Quantity</u>	<u>Part Number</u>
Fuel tank	1	8676687
Gasket	1	9447141
Gasket	1	9447142
Nut	1	3501322
Nut	1	9142607
Gasket	1	6842188
Hose	1	9480050
Hose clamp	1	989879
Tensioning band	1	9454593
Tensioning band	1	9463196
Protecting plate	1	3531436



## Service Manager Bulletin 23-139

**Claim Type:** S24048  
**Main Operation Number:** 23428  
**Failed Part Number:** 8631059 or 8676687  
**Cause Code:** 16  
**Symptom Code:** 5E

### Claimed Operation Numbers

<u>Operation Number</u>	<u>Description</u>	<u>Qty</u>	<u>Labor Time</u>
23428	Replace Fuel Tank	1	1.6
90070	Fuel Tank Check	1	0.1
90106	Rubber Cushions Install	1	0.3

### J. CUSTOMER REIMBURSEMENT

Please follow the instructions as outlined in the Warranty Policy and Procedures Manual chapter 6, page 6.4.



## TIE - Technical Journal

**Title** Recall Campaign 139**Ref No** US16683.1.2 en-GB**Issuer** -**Partner** 3 US 7510 Volvo Cars North America**Func Group** 2341 **Func Desc** fuel tank**Status** Released**Status Date** 2008-05-20**Issue Date** 2008-05-20**Reference** SMB 23 -139 / PB 23 - 139**Attachment**

File Name	File Size
Attachment TJ 16683.doc.pdf	0.6863 MB

**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range
854							1994 -1997		-
855							1994 -1997		-

**CSC** Customer Symptom Codes

Code	Description
XY	Fuel system/Fuel leakage

**DTC** Diagnostic Trouble Codes**Text**

## DESCRIPTION:

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in certain model year 1994-1997 Volvo 850 vehicles.

In certain cases, after prolonged exposure to extreme heat, the fuel tank may develop seepage at the heat shield attachment. This is because the heat shield attachment locations may not meet certain Volvo specifications. When this occurs, a fuel odor may be present.

Fuel seepage in the presence of an ignition source may result in a fire.

## SERVICE:

See attachment.





Nothing can replace them.

# Parts Bulletin

SUBJECT <b>Recall Campaign 139: Inspecting the fuel tank and installing rubber dampers MY 94-97 850</b>				GROUP <b>23</b>		NO <b>139</b>	
				MARKET <b>United States</b>		PAGE <b>1 of 3</b>	
COPY TO / CIRCULATIONS (PLEASE INITIAL)							
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
					<b>2004</b>	<b>09</b>	<b>23</b>

**Reference Bulletins: TNN 23-24, SMB 23-139**

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in certain model year 1994-1997 Volvo 850 vehicles.

In certain cases, after prolonged exposure to extreme heat, the fuel tank may develop seepage at the heat shield attachment. This is because the heat shield attachment locations may not meet certain Volvo specifications. When this occurs, a fuel odor may be present.

**The ONLY vehicles involved in this recall are MY1994 through MY1997 850 vehicles currently registered in the following seventeen states: California, Arizona, New Mexico, Texas, Louisiana, Mississippi, Alabama, Georgia, South Carolina, Florida, North Carolina, Tennessee, Arkansas, Oklahoma, Utah, Nevada and Hawaii.**

Information on vehicles in the remaining US states and Canada will be distributed in the near future, where Volvo will implement this repair as a Service Campaign.

**Note: This will be a staggered launch of customer notification letters between 9/24/04 and approximately 10/29/04. Please see customer notification launch schedule information for the 17 affected states.**

The corrective action will be to inspect the fuel tank for seepage or cracks at the heat shield attachment points. To prevent possible further occurrence of fuel seepage, a bushing will be installed to each of the heat shield attachment points on the fuel tank. The bushing will alleviate any further stress on the attachment points. In the rare case that fuel seepage or crack's are found the fuel tank will be replaced.

Approximately 78,000 vehicles in US (only) involved.

**"Fixed Right — First Time"**



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## Customer Notification launch schedule

### Stage I

**Total of 10,000 customer letters, divided between the following states, will be mailed on 9/24/04. Part allocation will consist of 50% of the rubber damper and flange nuts based on the number (10,000) of customer letters sent out in each stage of launch. You will receive your allocations prior to the release of customer letters.**

**Stage I parts allocation will be sent to the below states starting on or about the week of September 20th:**

Alabama	Arkansas	Mississippi	New Mexico	Utah
Arizona	Louisiana	Nevada	South Carolina	

### Stage II

**Approximately 30,000 letters divided between the following states. will be mailed on 10/22/04. Approximately 50% percent of customers in each of the below stage II states will be contacted. Part allocation will consist of 50% of the rubber damper and flange nuts based on the number (30,000) of customer letters sent out in each stage of launch. You will receive your allocations prior to the release of customer letters.**

**Stage II parts allocation will be sent to the below states starting on or about the week of October 11th:**

California	Georgia	North Carolina	Tennessee
Florida	Hawaii	Oklahoma	Texas

### Stage III

**Approximately 38,000 remaining customer letters, divided between the following states will be sent on 10/29/04. The remaining 50% of customers will be contacted in each of the below sates. Parts allocation will consist of 50% of the rubber damper and flange nuts based on the number (38,000) of customer letters mailed in each stage of launch. You will receive your allocations prior to the release of customer letters.**

**Stage III parts allocation will be sent to the following states starting on or about the week of October 18th:**

California	Georgia	North Carolina	Tennessee
Florida	Hawaii	Oklahoma	Texas

The following part numbers apply:

Part Number	Description	Qty
8629586	Rubber damper	3 or 4 *
945407	Flange nut	3 or 4 *

\* See TNN 23 - 24 for details on require quantities per vehicle

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**Parts allocation will consist of 50% of rubber damper and flange nuts which will be sent during the week prior to your states launch date of customer letters. Refer to above launch stage schedule allocations will be based on customer letters in your state. You will receive your allocations prior to the release of customer letters. After this allocation you may order additional quantities using normal ordering procedures. Note - Please set your DMS to "Manual Order" on this part number so that you may monitor and limit your orders to actual demand.**

A complete Vehicle Campaign List will be posted on VRC<sup>2</sup> in the Reports Menu under Service Tab for 75 days from date of launch. This list details all affected vehicles that are on record as being retailed or currently in stock at your facility. This report is only current at time of launch and vehicle eligibility must be confirmed via VRC<sup>2</sup>.

### **Tank Replacement**

If a fuel tank is required, and this should only be in rare occasions - fuel tank (P/N 8631059 and P/N 8676687) will remain on order restriction. Refer to Volvo Vision under Parts inquiry screen for parts released criteria. Replaced tanks will be required to be held for inspection by regional Volvo representative. Please store and dispose fuel tanks according to your local state regulations.

The following part number apply depending on the vehicle emissions code (see TNN 23-24 and SMB 23-139 for details).

#### Cars with Emission code 0, 1, 2, 5, 6

Material	Quantity	Part Number
Fuel tank	1	8631059
Gasket	1	9447141
Gasket	1	9447142
Nut	1	3501322
Nut	1	9142607
Fuel level sensor *	1	9480918 *
Hose clamp	1	989879
Hose	1	969106
Hose clamp	2	9142053
Gasket	1	6842188
Protecting plate *	1	9470378 *

\* only applies to M/Y 1994

#### Cars with Emission code 3, 4

Material	Quantity	Part Number
Fuel tank	1	8676687
Gasket	1	9447141
Gasket	1	9447142
Nut	1	3501322
Nut	1	9142607
Gasket	1	6842188
Hose	1	9480050
Hose clamp	1	989879
Tensioning band	1	9454593
Tensioning band	1	9463196
Protecting plate	1	3531436

## **IMPORTANT RECALL NOTICE**

[RECALL 139: INSPECTING THE FUEL TANK AND INSTALLING RUBBER DAMPERS  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES]

September 2004

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

***The reason for this campaign:***

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in certain model year 1994-1997 Volvo 850 vehicles.

In certain cases, after prolonged exposure to extreme heat, the fuel tank may develop seepage at the heat shield attachment. This is because the heat shield attachment locations may not meet certain Volvo specifications. When this occurs, a fuel odor may be present. Fuel seepage in the presence of an ignition source may result in a fire.

***Corrective Action:***

Your Volvo retailer will inspect the vehicle's fuel tank for fuel seepage or cracks at the heat shield attachment points. The fuel tank will be replaced if any seepage or a crack is found. To prevent future occurrence of fuel seepage, your Volvo retailer will install a bushing to each of the heat shield attachments on the fuel tank.

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

As with any combustible fluid, a fuel leak can be very dangerous when in contact with an ignition source. Given the nature of this defect, we strongly advise contacting an authorized Volvo retailer and having this recall performed as soon as possible. This inspection will be completed at no cost and will take approximately one hour. In rare cases more time may be needed. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have your fuel tank repaired or replaced to address the problem covered by this recall, Volvo will honor your receipt with a refund. Please contact your Volvo retailer for details.

***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 at 7 Volvo Drive Rockleigh, New Jersey 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 7:00 P.M. Eastern Time. You may also e-mail us at [customercare@volvocars.com](mailto:customercare@volvocars.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 Auto Safety Hotline at 1-888-327-4236 or write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590.

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,

Eunice Stern  
Manager, Customer Care

***Please note:*** According to Insurance Institute for Highway Safety President Brian O'Neill, "It is very important that owners of vehicles in which safety-related problems have been identified take those vehicles back to dealerships as soon as they receive notice of a recall or service campaign. Such notices should not be ignored or taken lightly. There is just no reason to drive around in a vehicle with a safety-related defect."