

February, 2005

TO: ALL VOLVO RETAILERS
RE: SERVICE CAMPAIGN 140: INSPECTING THE FUEL TANK AND INSTALLING RUBBER DAMPERS

This Service Campaign involves MY 1994-1997 850 vehicles, excluding AWD, not previously covered by Recall Campaign 139.

DESCRIPTION

Volvo Cars of North America, LLC and Volvo Cars of Canada Ltd. (Volvo) have decided that in certain cases, after prolonged exposure to extreme heat, the fuel tank in all model year 1994-1997 Volvo 850 vehicles may develop a crack 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 and fuel seepage is possible.

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

Number of Vehicles potentially affected in the Service Campaign 140, are approximately 121,300 in US and approximately 20,700 in Canada.

Vehicle eligibility must be confirmed using VEN or VRC2 prior to performing this campaign.

Note: Many of these vehicles will also be eligible for Recall 112 – Electric Seat Heater – Please take this opportunity to complete any open Recalls on these vehicles. Inquire via VEN or VRC2 – Vehicle Warranty where the message "RECALL 112 INCOMPLETE" will appear for eligible vehicles.

OWNER NOTIFICATION

Owner notification is scheduled to begin the week of February 14.

RETAILER RESPONSIBILITIES

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

A complete description of the service campaign 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 23-140
- TNN 23-24A
- Parts Bulletin 23-140
- Owner Notification Letter

Your cooperation in completing this important service campaign is greatly appreciated.

Drive Safely,

Volvo Cars of North America, LLC / Volvo Cars of Canada Ltd.



Service Manager Bulletin

TITLE:

Service Campaign 140: Inspecting the Fuel Tank and Installing Rubber Dampers, 1994-1997 850 (Excl AWD)

GROUP: 23	NO: 140	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
REFERENCE BULLETINS: TNN 23-24A, PB 23-140			ISSUE DATE: 2005-02-08	STATUS DATE: 2015-12-10
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 4

“Right first time in Time”

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

- A. SERVICE CAMPAIGN 140 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. SERVICE CAMPAIGN 140 DESCRIPTION

This Service Campaign involves model year 1994-1997 850 (Excluding AWD) vehicles not previously covered by Recall Campaign 139.

Volvo Cars of North America, LLC and Volvo Cars of Canada Ltd. (Volvo) have decided that in certain cases, after prolonged exposure to extreme heat, the fuel tank in all model year 1994-1997 Volvo 850 vehicles, may develop a crack 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 and fuel seepage is possible.



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

Service Campaign 140 affects approximately 121,300 vehicles in the U.S. and 20,700 in Canada.

B. VEHICLES INVOLVED

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

Vehicle eligibility should be confirmed:

- Inquire via VEN or VRC² - Vehicle Warranty where the message “SERVICE CAMPAIGN 140 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.

Note: Many of these vehicles will also be eligible for Recall 112 - Electric Seat Heater - Please take this opportunity to complete any open Recalls on these vehicles. Inquire via VEN or VRC² - Vehicle Warranty where the message “RECALL 112 INCOMPLETE” will appear for eligible vehicles.

RETAILER VEHICLE CAMPAIGN LIST

A “Retailer Campaign List” will be posted on VRC² 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 VRC² prior to performing this recall.

C. PARTS INFORMATION / PARTS RETURN

Please refer to Parts Bulletin 23-140.

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

During the week of February 14th, an announcement letter will be mailed directly to the owners of the affected vehicles. A copy of the letter is included.

E. VEHICLES IN RETAILER INVENTORY

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



Service Manager Bulletin 23-140

F. RETAILER RESPONSIBILITY

Retailers are to perform this campaign on eligible vehicles regardless of Mileage/kilometers or vehicle age. The campaign work covered under Service Campaign 140 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>Repair 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.

Claim Type: S24049
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

Service Manager Bulletin 23-140



<u>Material</u>	<u>Quantity</u>	<u>Part Number</u>
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 VIN 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

Claim Type: S24049
Main Operation Number: 90070
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.

Tech-Net Notes

“Fixed Right – First Time”

Volvo Technicians, Service and Parts Managers

NO: 23 – 24A
DATE: 02-08-2005
MODEL: 854 / 855 (Excluding AWD)
M. YEAR: 1994 - 1997
CHASSIS: **(NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY)**
SUBJECT: Service Campaign 140
Inspecting the Fuel Tank and Installing Rubber Dampers
REFERENCE: SMB 23 - 140 / PB 23 - 140

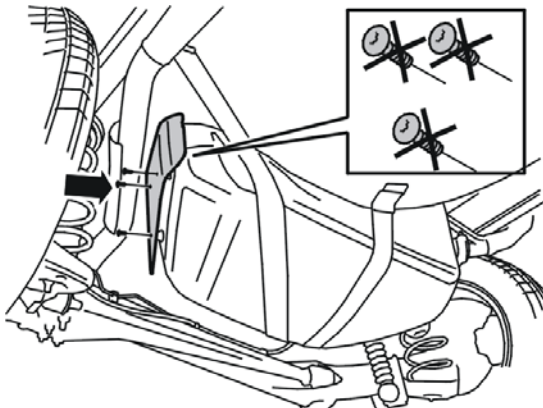
DESCRIPTION:

Volvo Cars of North America, LLC and Volvo Cars of Canada Ltd. (Volvo) have decided that in certain cases, after prolonged exposure to extreme heat, the fuel tank in all model year 1994-1997 Volvo 850 vehicles may develop a crack 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 and fuel seepage is possible.

Material	Quantity	Part Number
Rubber cushion (damper)	3+1*	8629586
Flange nut	3+1*	945407

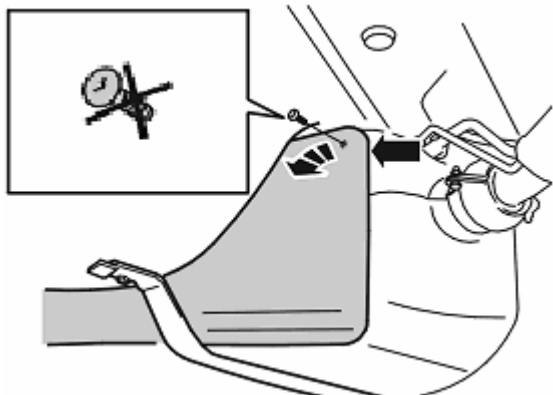
*1 extra rubber damper and flange nut required when the tank has a rear protective plate

SERVICE:



1. Remove the protective plate on the left-hand side of the fuel tank.

2.



NOTE! On some models there is a rear protective plate on the fuel tank, if so, remove the bolt in the top right-hand corner as well and fold out the protective plate slightly.

3.

Inspecting the mounting

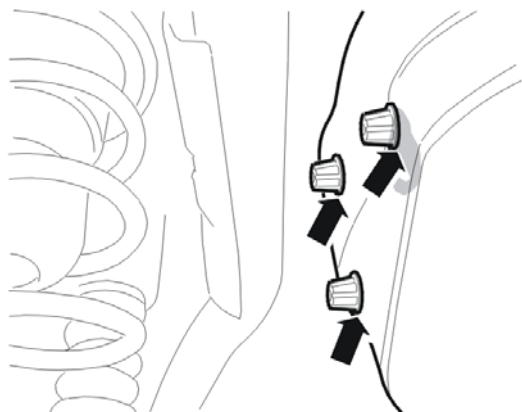
Important! The fuel tank must be dry from all moisture caused by rain or snow prior to inspecting.

Check the area around the mountings for leaking fuel or cracks. (See picture in step 4)

If the car is equipped with a rear protective plate then check this mounting too.

NOTE! If fuel tank has cracks or leakage around the attaching lugs then the tank must be replaced. See page 5.

After replacing the tank or if it is considered OK then the protective plate(s) must be refitted with rubber dampers, see step 5.



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4.

Inspecting the mounting

Check the area around the mountings for leaking fuel and/or cracks.

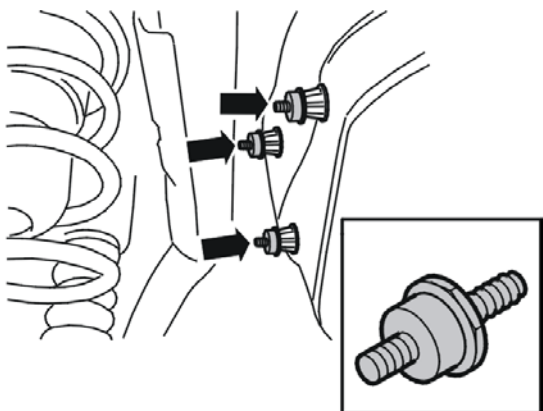


5.

Installing the rubber dampers

Install the rubber dampers to the lugs on the tank with the hexagon part of the damper facing the tank.

Tighten the rubber damper so that the hexagon just contacts with the lug surface, then angle tighten an additional 45° ($1/8$ of a turn).



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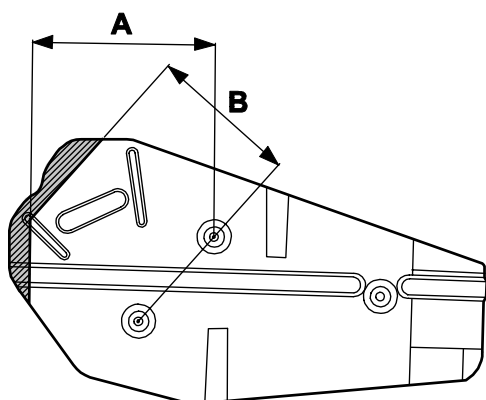
6.

Adjusting the protective plate

Cut off the shaded area as marked in the illustration.

A = 173 mm

B = 135 mm

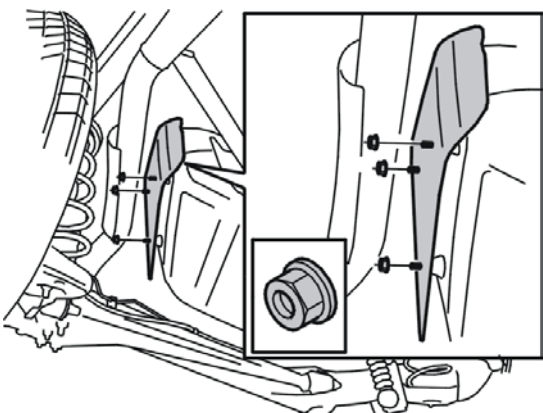


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7.

Installing the protective plate

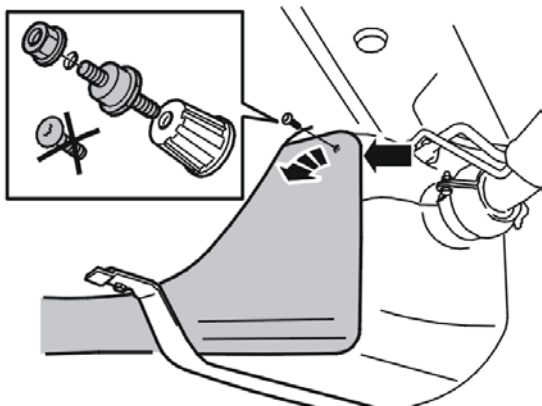
Install the protective plate, tighten the nuts to 10 Nm.



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8.

Installing the rubber damper to the rear protective plate



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NOTE! Only applies to cars with a rear protective plate for the tank.

Install the rubber damper in the same way as in the previous steps.

Replacing the fuel tank (when necessary)

See the next page.

Replacing the fuel tank (when necessary)

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 M/Y 1994

Cars with Emission code 3, 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

Special tools

<u>Description</u>	<u>Part Number</u>
Injector holder	999 5533
Fixture	999 5972
Key	999 5486
Wrench	999 5485

Fuel tank, draining

NOTE! As the illustrations in this service information are used for different model years and or models, some variation may occur. However, the essential information in the illustrations is always correct.

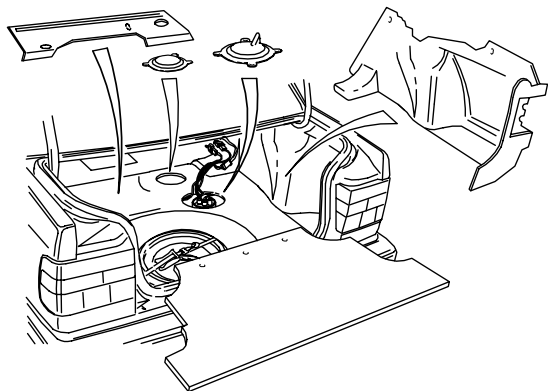
Preparation

Disconnect the battery negative terminal. See Note when disconnecting/connecting the battery lead.

Note! Follow all Safety regulations for handling fuel.

Draining fuel tank

NOTE! Always ensure that there is a ground connection between the fuel intake and the fuel filler pipe.



Removing panels

5-door cars:

- Fold up the front floor hatch and fold back carpet.

4-door cars:

- Fold forward right rear seat

Remove:

- cargo compartment carpet
 - right wheel arch panel. Fold back the corner of panel on variants with soft panels
 - covers over nuts to fuel pump (FP) and level sensor.
-

NOTE! If carrying out work on fuel level sensor in a 5-door model, fold the rear seat forward, remove the front floor hatch screws (x 4) and pull hatch backward.

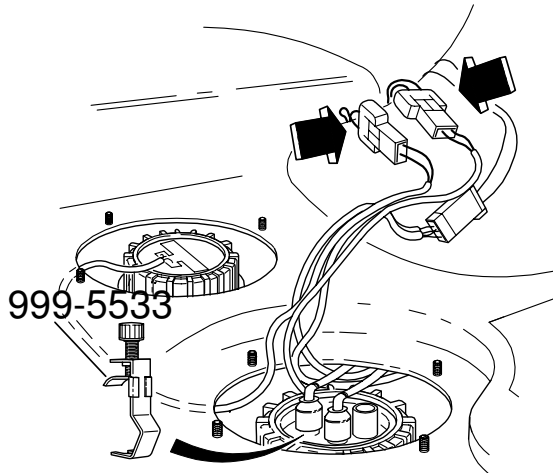
11.

Disconnecting hoses

Separate connectors for fuel pump (FP) and level sensor

Check color markings on hoses and pump.
Note! The delivery pipe is marked with yellow tape. The pump has a corresponding color marking.

Carefully disconnect quick-release connectors on delivery and return hoses.
Use tool 999 5533 . Slide outer sleeve of connector upward. Avoid squeezing sleeve.



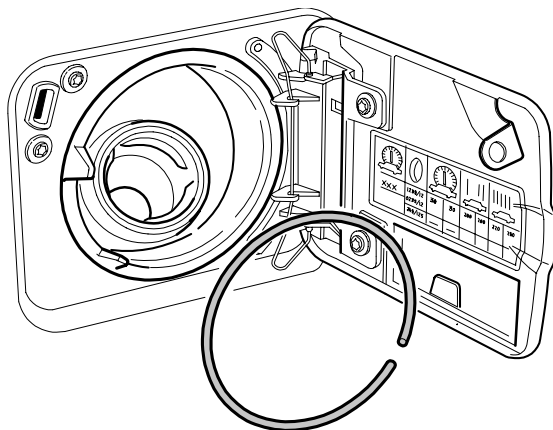
A2300516

12.

Removing fuel tank

Remove:

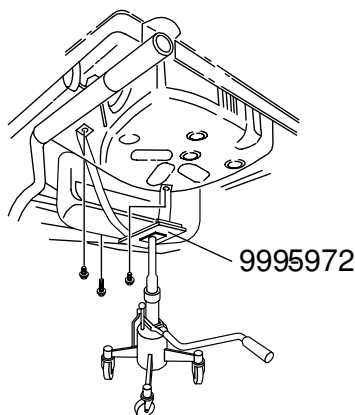
- spring clip that tensions the rubber seal
- fuel cap and rubber seal.



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13.

Position mobile jack with fixture 999 5972.
Use flat lifting table to avoid damage to internal tank components.
Undo tank retaining straps and lower tank slightly.

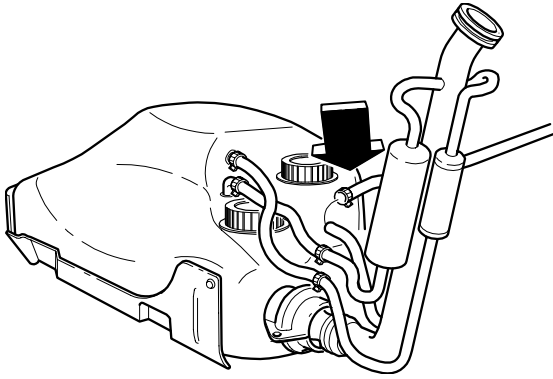


A2300144

14.

Removing hoses

Disconnect EVAP system hose connector. All hoses are secured in position by quick-release clip on top of tank. Use a screwdriver to release the upper end of the clip. Lower tank.

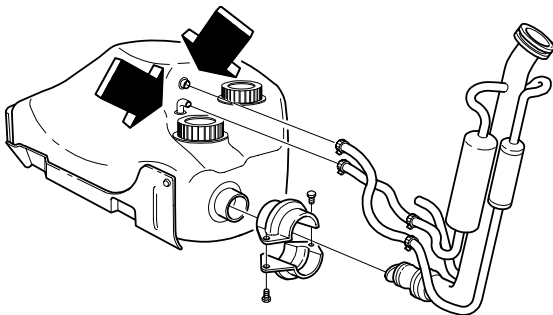


A2300517

15.

Remove:

- the two fuel tank hose connectors
- the two screws on the flange retaining the fuel filler pipe. Pull out pipe with rubber seal and check valve.



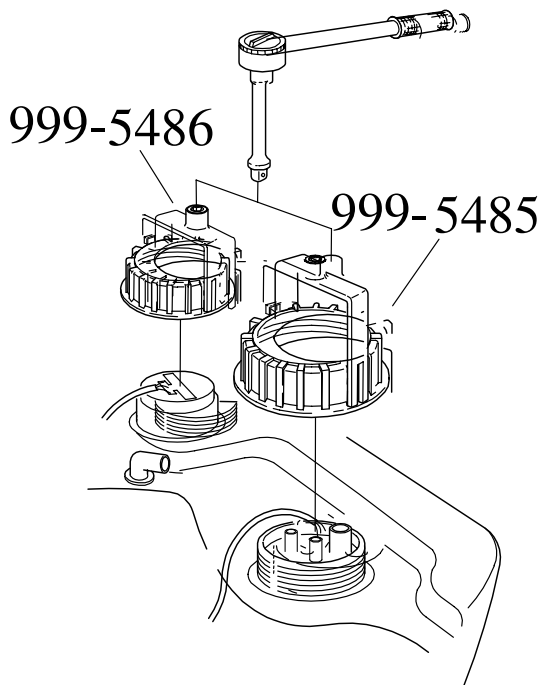
A2300143

16.

Removing fuel pump (FP)

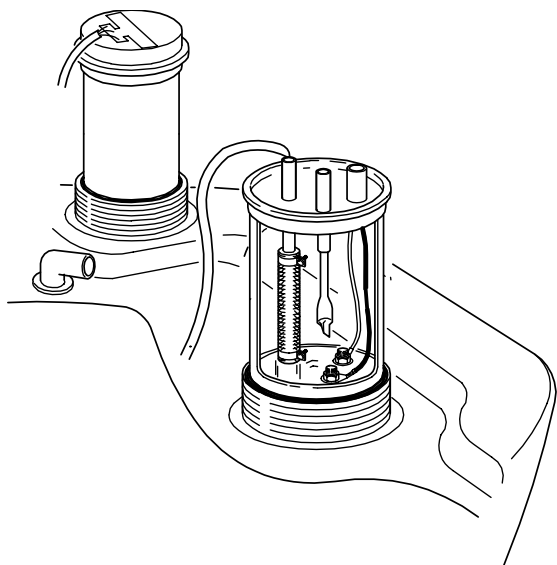
Remove nut securing level sensor. Use wrench 999 5486.

Remove nut securing fuel pump. Use wrench 999 5485.



A2300130

17.



A2300518

Lift out:

- fuel pump (FP) unit and level sensor.

Caution! Lift unit straight up. Do not grip pipe connections with pliers or other sharp tool as damage to connections may result in fuel leakage.

18.

Installing fuel tank

NOTE! This step is only information. Follow the method from step 19.

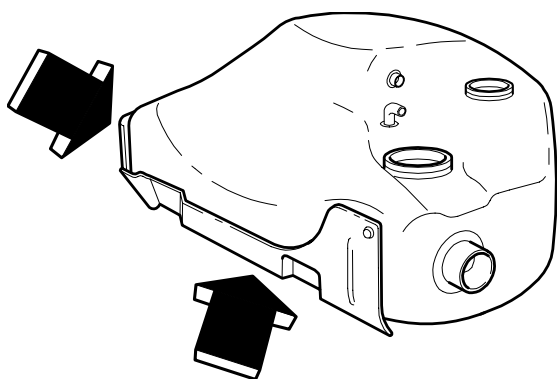
When installing a new fuel tank the following components must be replaced with new parts because the material swells. Failure to do so may result in fuel leakage.

- Level sensor nut (white) (9142607)
- Level sensor nut seal (447142)
- Fuel pump (FP) nut (black) (3501322)
- Fuel pump (FP) nut seal (9447141)
- Fuel filler pipe seal (6842188)

Transfer and install the two covers from the old fuel tank to the new one.

NOTE! On M/Y 1994, replace the side protective plate PN 9470378.

NOTE! The protective plate must be adjusted before installing see step 22.

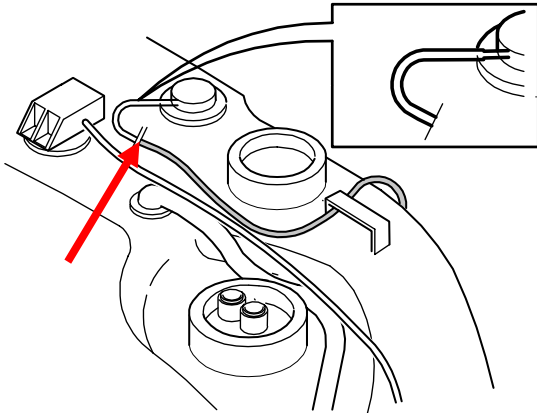


A2300150

19.

Modifying pipe from rollover valve

Cut the pipe on the new tank approx 25mm past the bend. See the illustration.



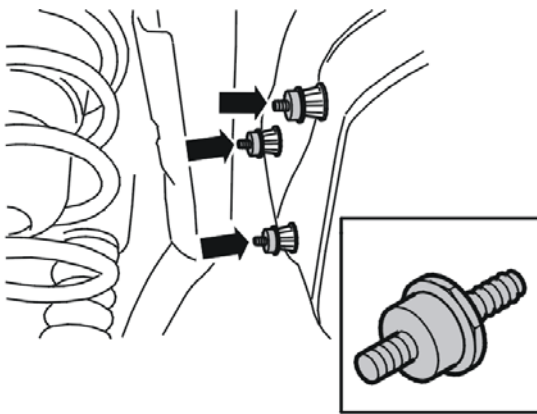
A2303453

20.

Installing the rubber dampers

Install the rubber dampers to the lugs on the tank with the hexagon part of the damper facing the tank.

Tighten the rubber damper so that the hexagon just contacts with the lug surface, then angle tighten an additional 45° (1/8 of a turn).

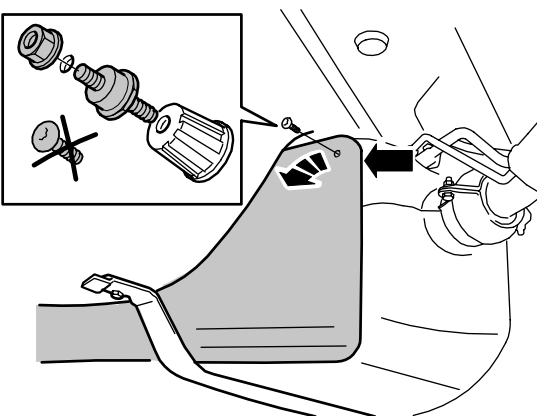


A2303453

21.

Installing the protective plate

Install the protective plate, tighten the nuts to 10 Nm.



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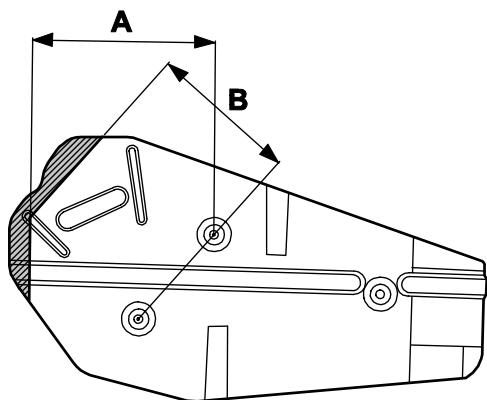
22.

Adjusting the protective plate

Cut off the shaded area marked in the illustration.

A = 173 mm

B = 135 mm

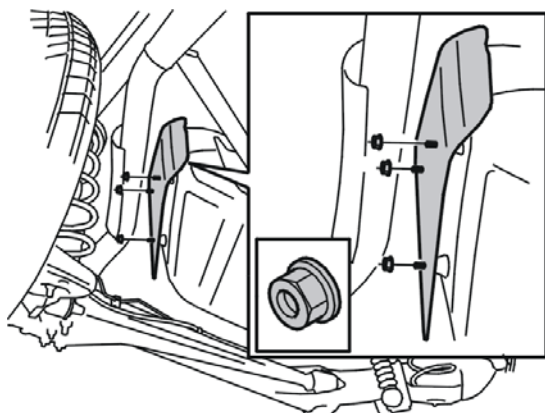


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23.

Installing the protective plate

Install the protective plate, tighten the nuts to 10 Nm.



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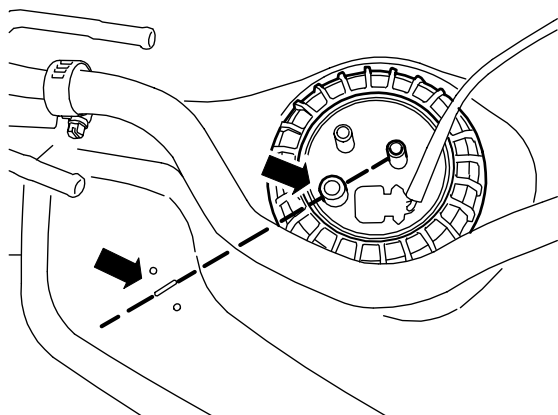
24.

Installing fuel pump (FP)

Install:

- rubber seal on fuel pump (FP) unit.
Lubricate the inside and top of the seal with petroleum jelly.
- fuel pump (FP) unit

NOTE! Check the alignment of the fuel pump (FP) unit, see illustration.



A2303463

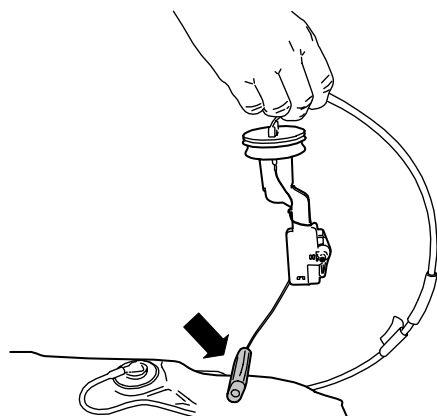
25.

Install fuel level sensor

Install a new level sensor on M/Y 1994:
emission code 0, 1, 2, 5, 6

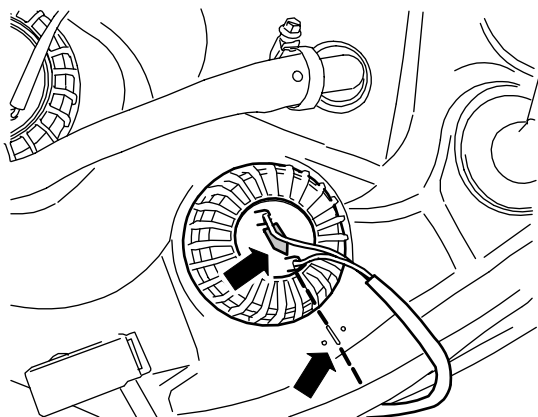
Install:

- rubber seal on level sensor
- level sensor.



A2303465

26.

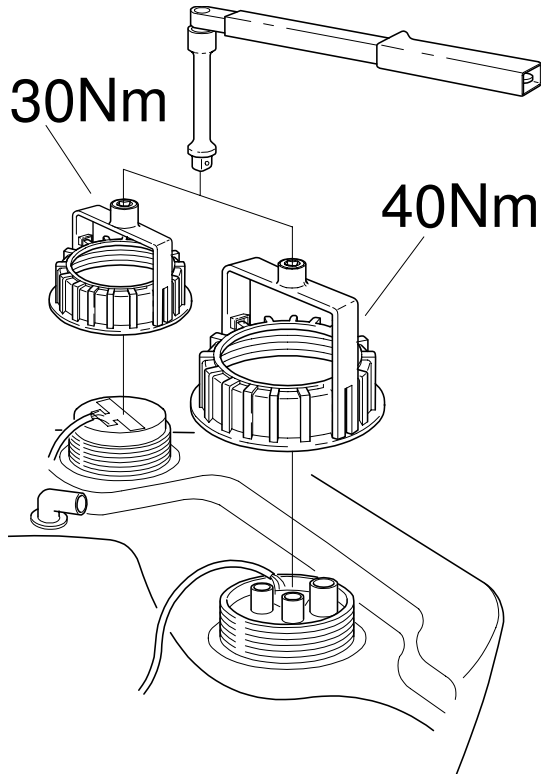


A2303464

NOTE! Check the alignment of the level sensor using illustration.

Install the nut finger tight. Check that the position of the level sensor does not change.

27.



A2300130

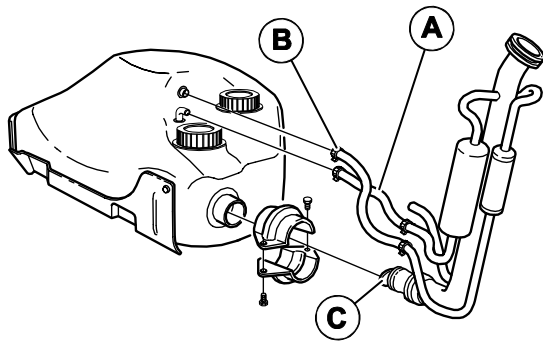
Installing nuts

Tighten:

- large nut to 40 Nm
- small nut to 30 Nm.

Check level transmitter wiring as illustrated.

28.



A23000182

Installing hoses

Reconnect hoses to fuel tank.

See illustration for correct location.

Tighten hose clamps to 3.5 Nm.

Turn spring clamps so that they do not rub against the body or the tank..

Install rubber seal, P/N 6842188-2 on fuel tank collar.

Lubricate inside of gasket and, if necessary, lower end of filler pipe.

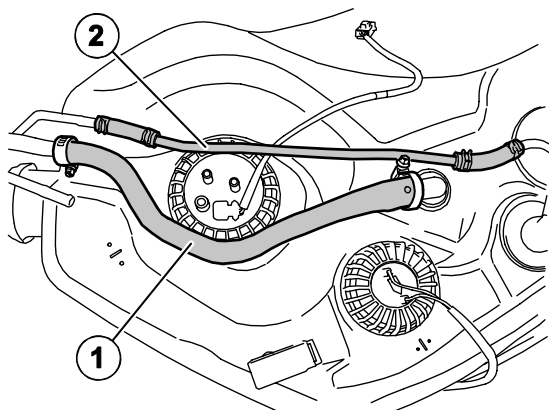
Important Ensure that the check valve (C) on the end of the filler neck is in the correct position with its locking tab on the filler pipe.

29.

Installing fuel filler pipe on tank 8631059

Install:

- filler pipe flange.
- screws. Tighten to 10 Nm.
- hose (1), with new clamp to the fitting on the tank.
- cut the new hose (2), P/N 969106 to a length of 450 mm.
- new hose (2) with new clamps.



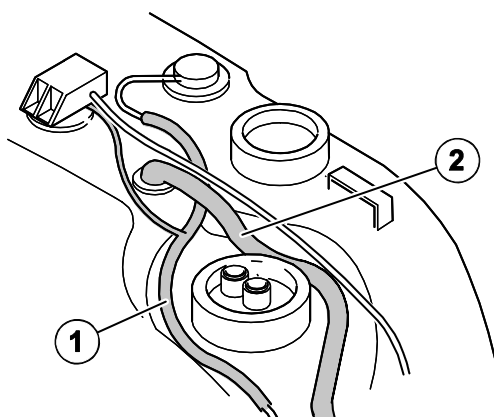
A2303462

30.

Installing fuel filler pipe on tank 8676687

Install:

- filler pipe flange
- screws. Tighten to 10 Nm
- the fuel tank pressure sensor from the old tank
- three joined hoses (1), P/N 9480050, to the fittings. Secure the hoses clamps. The narrower hose is for fuel tank pressure sensor
- hose (2), with new clamp to the fitting on the tank.

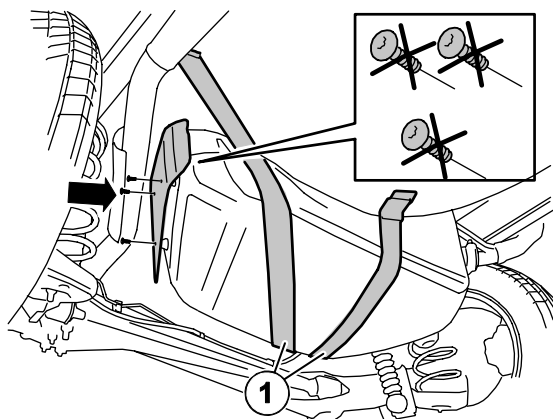


A2303466

31.

Installing fuel tank

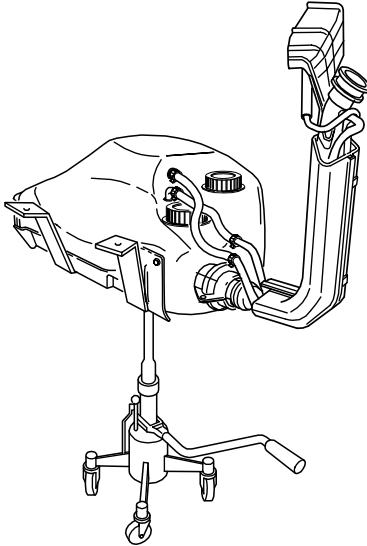
Installing protective plates on tank install new mounting straps (1) PN 9454593 and 9463196).



32.

Installing fuel tank

Rest tank and tank band on jack.
Use same fixture and lifting table as when removing tank.
Raise tank and tighten tank band at rear.

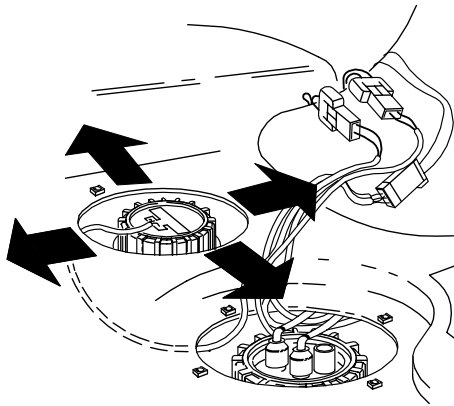


A2300145

33.

Installing fuel tank

Push tank forward as far as possible. Center tank (see illustration) so that the level sensor nut (white) does not contact the edge of the opening.
Tighten front tank band bolt.
Press the clip with the fuel hoses into place on the tank band.
Apply Underbody protection on exposed body parts when needed.

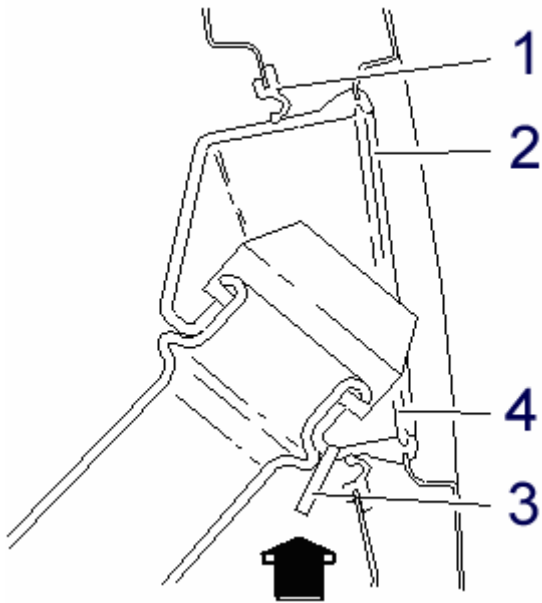


A2300141

Installing rubber seals

Install filler housing around top of filler pipe. Check that the inner rubber seal is correctly seated and that the drain pipe is inside the inner seal.

Check that Spring clip (1) is in position. Oil mating surface on the rubber cover (2). Install cover. Install the drain hose (3) last of all, otherwise water or fuel will enter the cargo compartment. Install the ring (4). Install panels and carpets.



A2300147

Verification of repair

Check that there are no leaks.
Check the function the fuel level sensor.

VOLVO for life,
Volvo Cars of North America, LLC
Technical Service

Please circulate, read and initial: _____ Svc Mgr _____ Parts Mgr _____ Shop Foreman

_____ TECHS

_____ Service Advisors _____ Warranty Administrator

SUBJECT Service Campaign 140: Inspecting the fuel tank and installing rubber dampers MY 94-97 850, Excluding AWD				GROUP 23		NO 140	
				MARKET United States, Canada		PAGE 1 of 3	
COPY TO / CIRCULATIONS (PLEASE INITIAL)				DATE	YEAR	MONTH	DAY
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR		2005	02	08

Reference Bulletins: TNN 23 - 24A, SMB 23 - 140

This Service Campaign 140 involves MY 1994-1997 850 (excluding AWD), vehicles not previously covered by Recall 139.

Volvo Cars of North America, LLC and Volvo and Volvo Cars of Canada Ltd. (Volvo) have decided that in certain cases, after prolonged exposure to extreme heat, the fuel tank in all model year 1994-1997 Volvo 850 vehicles may develop a crack 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 and fuel seepage is possible.

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

Number of Vehicles potentially affected in the Service Campaign 140, are approximately 121,300 in US and approximately 20,700 in Canada. Please check QW90 for specific vehicle eligibility.

Note: Many of these vehicles will also be eligible for Recall 112 - Electric Seat Heater - Please take this opportunity to complete any open Recalls on these vehicles. Inquire via VEN or VRC² - Vehicle Warranty where the message "RECALL 112 INCOMPLETE" will appear for eligible vehicles.

"Fixed Right — First Time"



SUBJECT	GROUP	NO	DATE	PAGE
Service Campaign 140	23	140	2005-02-08	2 of 3

The following part numbers apply:

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

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

An initial allocation of the rubber damper and flange nuts, representing 40% of the vehicles retailer at facility will be made starting on or about the week of February 7th 2005. After this one time 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 VRC² 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 VRC².

Tank Replacement

If a fuel tank is required, and this should only be in rare occasions - 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 23-24A and SMB 23-140 for details)

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 M/Y 1994

SUBJECT	GROUP	NO	DATE	PAGE
Service Campaign 140	23	140	2005-02-08	3 of 3

Cars with Emission code 3, 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

All cars

Rust preventer/ Undercoating	0.1	9510226
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IMPORTANT CAMPAIGN NOTICE

[CAMPAIGN 140: INSPECTING THE FUEL TANK AND
INSTALLING RUBBER DAMPERS
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

February 2005

Dear Volvo Owner:

Your experience with your Volvo and the Volvo organization is very important to us. We are committed to ongoing product improvements.

The reason for this campaign:

Volvo Cars of North America, LLC (Volvo) has determined that in certain cases, after prolonged exposure to extreme heat, the fuel tank in model year 1994-1997 Volvo 850 vehicles 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.

Corrective Action:

Your Volvo retailer will inspect the vehicle's fuel tank for fuel seepage at the heat shield attachment points. The fuel tank will be replaced if any seepage 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:

Although your vehicle was neither originally sold in or currently registered in a state with a hot climate, please call your authorized Volvo retailer as soon as possible to schedule an appointment to obtain the corrective action. This procedure should take approximately one hour. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time. We strongly urge you to have this service done.

If you previously paid to have your fuel tank repaired or replaced to address the problem covered by this campaign, 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 Center at 7 Volvo Drive, Rockleigh, NJ 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**.

Your 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 problems have been identified by the manufacturer take those vehicles back to dealerships as soon as they receive notice of a service campaign. Such notices should not be ignored or taken lightly.