



Volvo Cars of North America, LLC

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Phone: 201-768-7300
www.volvocars.us

Product Safety & Compliance

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

UPDATE – One Vehicle in Canada has been identified as eligible for this recall.

DATE: September 28, 2012

TO: All U.S. & Canadian Volvo Retailers

RE: Volvo Recall 257
SRS Control Unit Replacement

Limited Number of Model Year 2013 S60 & 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 a limited number of model year 2013 S60 and XC60 vehicles.

A manufacturing defect within the Supplemental Restraint System (SRS) Control Unit may lead to a delamination of an internal sensor. This may result in an inadvertent deployment of the seatbelt pretensioner and/or inflatable curtain.

The corrective action is to replace the SRS Control Unit.

A total of 9 vehicles in the U.S. and 1 vehicle in Canada are affected. Volvo has contacted the retailers with the affected vehicles and requested that they are quarantined until repaired.

OWNER NOTIFICATION

No owner notification will be sent out. Volvo has confirmed that all vehicles were quarantined at retailers prior to sale.

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

Service Manager Bulletin



TITLE:

**Recall 257: SRS Control Unit Replacement
Model Year 2013 S60 & XC60**

GROUP: 88	NO: 257	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada
REFERENCE BULLETINS: TJ 26809, PB 88-257			DATE: YEAR MONTH DAY 2012 09 28
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR
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“Fixed Right — First Time”

- A. RECALL 257 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 257 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on a limited number of model year 2013 S60 and XC60 vehicles.

A manufacturing defect within the Supplemental Restraint System (SRS) Control Unit may lead to a delamination of an internal sensor. This may result in an inadvertent deployment of the seatbelt pretensioner and/or inflatable curtain.

The corrective action is to replace the SRS Control Unit.

A total of 9 vehicles in the U.S. and 1 vehicle in Canada are affected. Volvo has contacted the retailers with the affected vehicles and requested that they are quarantined until repaired.

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 “R257 SRS Control Unit Replacement SMB 88-257 (L89344)” 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 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 88-257.

PARTS RETURN

Parts are required to be returned for repairs done in accordance with this recall.

D. OWNER NOTIFICATION

No owner notification will be sent out. Volvo has confirmed that all vehicles were quarantined at retailers prior to sale.

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 257 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 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.



Service Manager Bulletin 88-257

H. CAMPAIGN REIMBURSEMENT PROCEDURES (LONG FORM APPLICATION)

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

Claim Type: L89344
Cause Code: 02
CSC Code: XW
Main OP: 88424
Failed Part: 31334279

INSPECTION ONLY NEEDED

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
88424	SRS Control Unit Replacement	1	S60 – 0.8 XC60 – 1.2
36142	SRS Software Download	1	0.3

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
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Your cooperation in completing this important recall is greatly appreciated.

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

Technical Journal



TITLE:

**Recall 257: Supplemental Restraint System (SRS)
Control Unit Replacement**

REF NO:
TJ 26809

ISSUING DEPARTMENT:
Technical Service

CAR MARKET:
United States

PARTNER:
3 US 7510 Volvo Cars North America

ISSUE DATE:
YEAR MONTH DAY
2012 09 18

FUNC GROUP:
8800

FUNC DESC:
Interior equipment

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Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
134							2013-2013		-	0-0
156							2013-2013		-	0-0

CSC Customer Symptom Codes

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

DTC Diagnostic Trouble Codes

Text

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on a limited number of model year 2013 S60 and XC60 vehicles.

A total of 9 U.S. vehicles are affected. Volvo has contacted the retailers with the affected vehicles and requested that they are quarantined until repaired.

The corrective action is to replace the SRS Control Unit. This procedure is found by following this path in VIDA: Information->Repair->Removal, Replacement and Installation->884->Airbag supplemental restraint system.

Parts Bulletin



TITLE:

Recall 257: SRS Control Unit Replacement Model Year 2013 S60 & XC60

GROUP: 88	NO: 257	REFERENCE BULLETINS: TJ 26809, SMB 88-257	CAR MARKET: United States and Canada			
COPY TO / CIRCULATIONS (PLEASE INITIAL):				DATE:		
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	YEAR 2012	MONTH 09	DAY 28
				Page 1 of 1		

“Fixed Right — First Time”

Reference Bulletins: TJ 26809, SMB 88-257

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on a limited number of model year 2013 S60 and XC60 vehicles.

A manufacturing defect within the Supplemental Restraint System (SRS) control unit may lead to a de-lamination of an internal sensor. This may result in an inadvertent deployment of the seatbelt pretensioner and/or inflatable curtain.

The corrective action is to replace the SRS Control Unit.

A total of 9 vehicles in the U.S. and 1 vehicle in Canada are affected. Volvo has contacted the retailers with the affected vehicles and requested that they are quarantined until repaired.

The following part numbers apply:

Part Number	Description	Qty
31334279	SRS Control Module	1
31275266	SRS Reload	1