



**Volvo Cars of North America, LLC**

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Rockleigh, NJ 07647  
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Automotive Safety & Compliance

\*\*\*\*\* REVISED PEM EXTENDED WARRANTY 191 INFORMATION \*\*\*\*\*

ATTENTION SERVICE MANAGER

**PUMP ELECTRONIC MODULE (PEM) WARRANTY HAS BEEN EXTENDED TO 6 YEARS FROM THE VEHICLE IN SERVICE DATE, REGARDLESS OF VEHICLE MILEAGE**

Volvo Cars of North America, LLC (Volvo) has voluntarily decided to further extend the warranty coverage for the Pump Electronic Module (PEM) on some 2004.5 – 2006 S40 and 2005 – 2006 V50 vehicles to 6 years unlimited mileage from the vehicle in service date. Service Manager Bulletin 23-191 is updated with the revised PEM extended warranty information.

If your customer's vehicle is still within the mileage and time limitations of the Volvo New Vehicle Limited Warranty, the repair will be covered. If the vehicle has exceeded the Volvo New Vehicle Limited Warranty by time or mileage, the extended warranty coverage would apply.

**CUSTOMER NOTIFICATION**

In early March, Volvo will send all eligible vehicle owners a letter that explains the warranty extension for the PEM.

**RETAILER CLAIM SUBMISSION INFORMATION**

Claim submission information per Service Manager Bulletin 23-191 has changed. There is a new claim type (P29011) for this extended warranty.

<h1 style="margin: 0;">VOLVO</h1> <h2 style="margin: 0;">Service Manager Bulletin</h2>				TITLE:		GROUP:	NO:	
				Pump Electronic Module (PEM) Extended Warranty		23	191	
				Model Year		ISSUING DEPARTMENT:		
				2004.5 - 2006 S40 2005 - 2006 V50		Warranty		
				REFERENCE BULLETINS:		CARMARKET:		
				RTJ 20658 PB# 23-190 Supersedes: SMB 23-191 dated 2009-01-12		United States		
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	DATE:		YEAR	MONTH	DAY
				2009 03 06		Page 1 of 3		

### BULLETIN REFERENCE

- A. EXTENDED WARRANTY DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. RETAILER RESPONSIBILITY
- F. REIMBURSEMENT PROCEDURES
- G. TECHNICIAN COMPETENCY REQUIREMENT
- H. RETAILER ALLOWANCE AND CLAIM SUBMISSION

#### A. PEM EXTENDED WARRANTY (PEM) DESCRIPTION

Volvo Cars of North America, LLC (Volvo) has voluntarily decided to **extend warranty coverage** for the Pump Electronic Module (PEM) on some 2004.5 - 2006 S40 and 2005-2006 V50 vehicles. For eligible vehicles that are beyond the manufacturer warranty period, Volvo has extended the PEM warranty coverage **to 6 years unlimited mileage from the vehicle in service date.**

#### *Why is Volvo extending coverage on the Pump Electronic Module?*

Volvo has found that only after long-term, reoccurring exposure to certain environmental conditions (salty-wet conditions) it is possible for the PEM to become corroded internally.

If your customer's vehicle is still under the New Car Limited Warranty, the repair will be covered. If the vehicle has exceeded the New Car Limited Warranty by time or mileage, the extended warranty coverage would take effect.

Replacements of the Pump Electronic Module under this extended warranty coverage will be performed at no charge.

"Fixed Right — First Time"



**B. VEHICLES INVOLVED**

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

Vehicle eligibility should be confirmed:

- Inquire via VRC<sup>2</sup> – Vehicle Warranty where the message "ELIGIBLE FOR PEM EXT WTY" will appear for eligible vehicles. Only vehicles with this message are eligible for the extended warranty coverage to 6 years from the original in service date, regardless of vehicle mileage.

**C. PARTS INFORMATION / PARTS RETURN**

Please refer to the RTJ and Parts Bulletin numbers listed above for parts information.

**PARTS RETURN**

The PEM replaced under this extended warranty program will be required to be returned. All claims must have the Diagnostic Trouble Codes printed from VIDA attached to the repair order with the customer complaint.

**D. OWNER NOTIFICATION**

In mid-March, Volvo will re-mail a customer notification letter to all eligible vehicle owners that explains the warranty extension for the PEM.

**E. RETAILER RESPONSIBILITY**

Repairs or replacements required based on the diagnosis and which is a result of a PEM failure, will be covered by this extended warranty and performed at no charge. There are other conditions and systems that may cause the above symptoms that are not a result of a PEM system failure. Repairs of such conditions would not be covered by this extended warranty. Only repairs or replacements required based on the diagnosis and which is a result of a PEM failure will be covered by this extended warranty and performed at no charge.

**F. REIMBURSEMENT PROCEDURES FOR CUSTOMERS WHO PREVIOUSLY PAID FOR THIS REPAIR**

Customers send the **repair order** with a **copy of the customer letter** to:

Volvo Cars of North America, LLC  
Customer Service Department / PEM  
1 Volvo Drive  
P.O. Box 914  
Rockleigh, NJ 07647-0914

- To avoid delays do not send this information to any other location.
- The repair order must show that the customer previously paid for a new Pump Electronic Module, and include the amount paid, the date of payment, and the customer's name and address. If the repair order does not include the vehicle's VIN number, the customer should provide some other documentation reflecting that number, or simply write that VIN number onto the repair order.
- Please allow 6 to 8 weeks for reimbursement.

**G. TECHNICIAN COMPETENCY REQUIREMENT**

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

**H. RETAILER ALLOWANCE AND CLAIM SUBMISSION (SHORT FORM APPLICATION AND NEW CLAIM TYPE)**

PEM claims are subject to all the audit requirements outlined in the Warranty Policy and Procedures Manual section 4.

<b><u>Campaign Number</u></b>	<b><u>Claim Type</u></b>	<b><u>Repair Code</u></b>	<b><u>Repair Description</u></b>	<b><u>Labor Time</u></b>
191	P29011	02	Replace and Relocate PEM	0.3



# Retailer Technical Journal 20658

**Extended Warranty:  
191 Pump Electronic Module (PEM)**

**Date 03-06-2009**

**Volvo Cars of North America, LLC  
Technical Support**

**Reference: PMB 23-190 SMB 23-191**

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

### **AFFECTED VEHICLES:**

<b>Model</b>	<b>Type</b>	<b>Year</b>	<b>Chassis range</b>
S40	544	2004.5-2006	000001-168553
V50	545	2004.5-2006	000001-169722

### **DESCRIPTION:**

Volvo has found that only after long-term, reoccurring exposure to certain environmental conditions (salty-wet conditions) it is possible for the Pump Electronic Module (PEM) to become corroded internally.

This may cause a faulty signal to the fuel pump, resulting in low or no fuel pressure to the engine. If this occurs, the Malfunction Indicator Lamp (MIL) may illuminate. In some cases, the vehicle may fail to start or may stall increasing the risk of a crash.

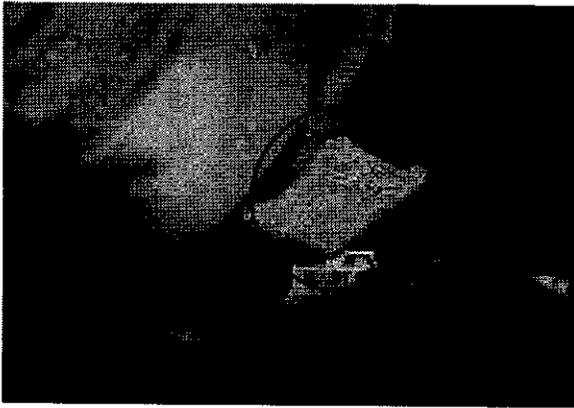
Once this condition is confirmed the corrective action will be to replace the PEM and install in a new location to prevent corrosion.

Follow directions in this document.

**NOTE:** In this document the PEM is referred to by fuel pump (FP) control module.

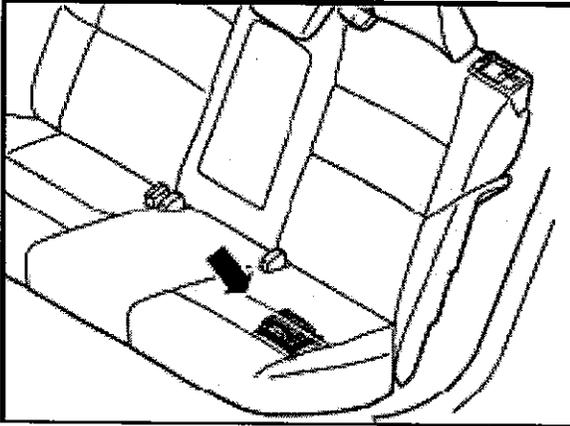
### **MATERIALS:**

<b>Description</b>	<b>Quantity</b>	<b>Part No.</b>
Kit, Electronic unit	1	31261312

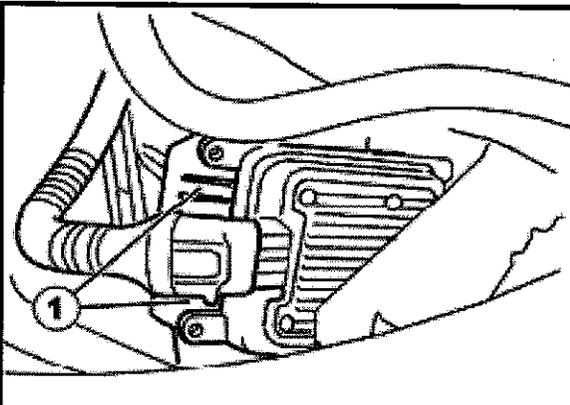


**1**  
**Information on new FP control module location**

The FP control module has been moved from its previous location in front of the rear axle on the right side of the fuel tank (as illustrated).



**2**  
**Information on new location, continued**  
The new location is on the left side beneath the rear seat cushion and carpet as illustrated.



**3**  
**Replacement and relocation of FP control module**

**Preparatory work**  
Ignition in position 0.

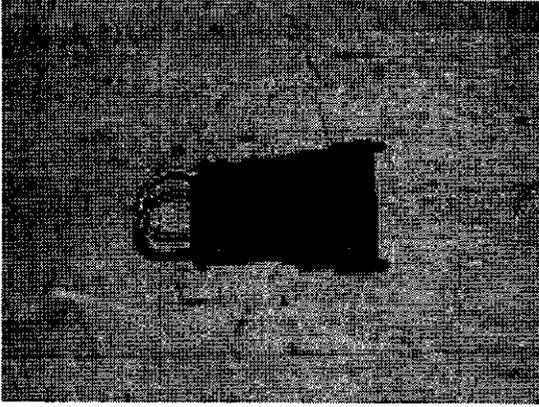
**4**  
**Removing the old FP control module**  
Raise the vehicle.

The FP control module is located in front of the rear axle on the right side of the fuel tank.

Bend in the 2 metal tabs (1).

**Remove:**

- the connector from the FP control module
- the FP control module from the vehicle



## Installation

5

### Install the plug

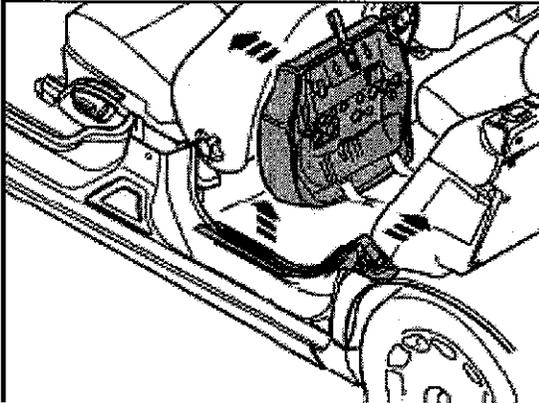
Fit the plug from the cable harness kit to the connector.

#### NOTE!

Before mounting the plug for the cable harness, apply a small amount of grease in the plug. Use low temperature grease, part no. 1161761.



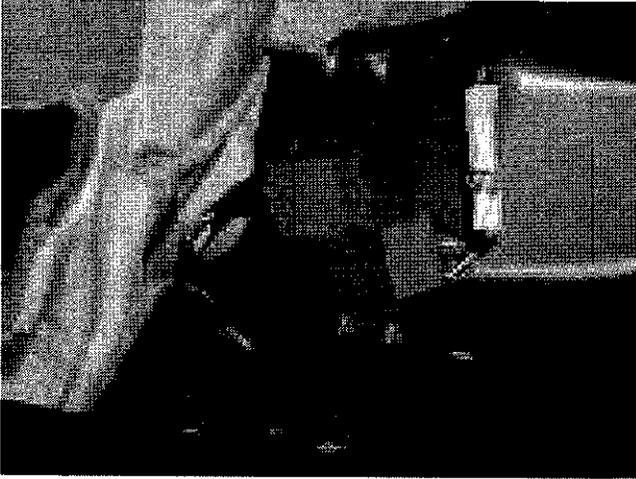
Use a cable tie to securely fasten the cable to the bracket.



### Installing the new FP control module

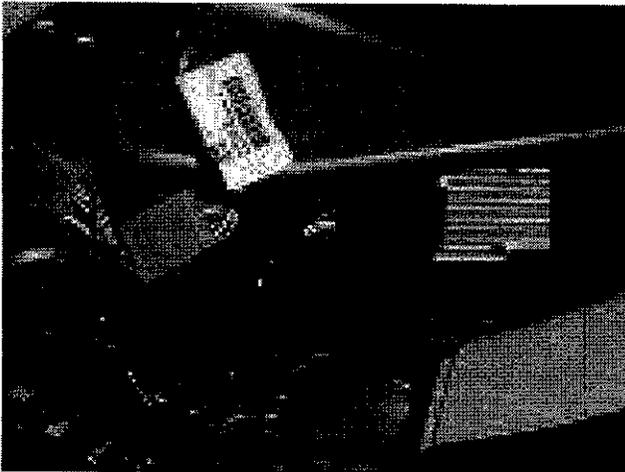
6

Raise the left seat cushion of the rear seat. Remove the scuff plate on the left side by pulling the front edge straight up and then detaching it at the rear edge. Fold up the carpet to expose the floor and connector.



### Installing the new FP control module, continued

Open the connector and fit the cable harness from the kit.



### 8 Installing the new FP control module, continued

Position the FP control module on the floor between the two studs.

Remove the backing tape from the FP control module's Velcro strip and press it into position.

Plug the connector into the FP control module.

Reposition the carpet and fit the scuff plate.

Reposition the seat cushion.

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

## IMPORTANT EXTENDED WARRANTY NOTICE

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

March 06, 2009

Dear, XXXXX

Subject: Pump Electronic Module (PEM) Extended Warranty

Volvo Cars of North America, LLC (Volvo) has voluntarily decided to **extend warranty coverage** for the Pump Electronic Module (PEM) on some 2004 – 2006 S40 and 2005 – 2006 V50 vehicles. For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the PEM warranty coverage **to 6 years unlimited mileage from the vehicle in service date.**

### *Why is Volvo extending coverage on the Pump Electronic Module (PEM)?*

Volvo has found that only after long-term, reoccurring exposure to certain environmental conditions (salty-wet conditions) it is possible for the PEM to become corroded internally.

If your vehicle is still under the New Car Limited Warranty, the repair will be covered. If your vehicle has exceeded the New Car Limited Warranty by time or mileage, the extended coverage would take effect. Replacements of the Pump Electronic Module under this extended warranty coverage will be performed at no charge.

### **Reimbursement:**

If you have already paid to have the Pump Electronic Module repaired or replaced, prior to the date of this letter, you may be eligible for a refund.

### *How do you apply for a refund?*

Send your **repair order** with a **copy of this letter** (retaining a copy of both for your records) to:

Volvo Cars of North America, LLC  
Customer Service Department / PEM  
1 Volvo Drive  
P. O. Box 914  
Rockleigh, NJ 07647-0914

To **avoid delays** do not send this information to any other location.

**The repair order must show that you previously paid for a Pump Electronic Module replacement prior to the date of this letter.** Please include the amount you paid, the date of payment, your name, and address. If the repair order does not include your vehicle's VIN number, please provide some other documentation reflecting that number, or simply write that VIN number onto the repair order.

Please allow 6-8 weeks for reimbursement.

**Only parts and labor costs relevant to repair of the Pump Electronic Module will be reimbursed under the terms of the extended warranty. Additional charges listed on the repair order for other services will not be included in the reimbursement.**

*If you have questions or seek status of your claim please contact:*

Volvo Customer Care Center at 1-800-458-1552

*Can we assist you further?*

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your Volvo retailer's Service Manager. If you still have concerns regarding this issue, please contact the Volvo Customer Care Center at 1-800 458-1552 Monday through Friday, 8:30 A. M. to 5 P.M. Eastern Time. Thank you for your attention to this matter and remember to keep a copy of this letter for your records. We have taken this action in the interest of your continued satisfaction with your Volvo.

Very truly yours,

Mike Assainte  
Manager, Customer Support