



ADAM KOPSTEIN

Manager, Product Safety & Compliance

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

Date: 12/03/13
Subject: Recall R29436
TO: All U.S. and Canadian Volvo Retailers

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) on behalf of Volvo Car Corporation, has decided that certain model year 2011- 2012 S60 vehicles equipped with 5 cylinder (Engine Code 62) engines, fail to conform to Federal Motor Vehicle Safety Standard FMVSS No.101: *Controls and Displays sections S5 and S5.2.1* and Canadian Motor Vehicle Safety Standard CMVSS Standard 101: *Location and Identification of Controls and Displays Sections 2f and 9f*.

On affected vehicles, the engine oil pressure sensor is not activated in the vehicles software. If the engine oil pressure is too low, there will be no warning displayed in the Driver Information Module (DIM).

The corrective action is to perform a Software Upgrade part# 31411989.

A total of 30,929 U.S. and 1,402 Canadian vehicles are eligible for this action.

OWNER NOTIFICATION

Owner notification letters will be mailed in December.

Volvo Cars U.S.
Customer Service

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647

Telephone 1-201-768-7300
www.volvocars.us



CLAIM SUBMISSION

Claim submission instructions are included in the attached Quality Bulletin R29436.

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.

- Quality Bulletin
- Technical Journal

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in blue ink that reads "A. Kopstein".

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



Quality Bulletin

TITLE:

**RECALL R29436 Oil Pressure Sensor Software Upgrade
MODEL YEAR 2011- 2012 S60 with 5 Cylinder (Engine Code 62)**

GROUP: 28	CAT/NO: R29436	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada		
REFERENCE BULLETINS:				DATE:		
				YEAR	MONTH	DAY
Service Personnel: Read and initial				SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR
				2013	12	05
				Page 1 of 3		

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- A. **RECALL R29436 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. NON-COMPLIANCE RECALL R29436 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation, has decided that certain model year 2011- 2012 S60 vehicles equipped with 5 cylinder (Engine Code 62) engines, fail to conform to Federal Motor Vehicle Safety Standard FMVSS No.101: *Controls and Displays sections S5 and S5.2.1* and Canadian Motor Vehicle Safety Standard CMVSS Standard 101: *Location and Identification of Controls and Displays Sections 2f and 9f*.

On affected vehicles, the engine oil pressure sensor is not activated in the vehicles software. If the engine oil pressure is too low, there will be no warning displayed in the Driver Information Module (DIM).

The corrective action is to perform a Software Upgrade part# 31411989.

A total of 30,929 U.S. and 1,402 Canadian vehicles are eligible for this action.



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 “R29436 Oil Pressure Sensor Quality Bulletin # R29436” 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

Part# 31411989 - Software Upgrade

PARTS RETURN

Parts are not required to be returned for repairs done in accordance with this recall.

D. OWNER NOTIFICATION

Owner notification letters will be mailed in December.

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 R29436 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 customers file. Under no circumstances should a customer be denied the required service without a confirmation from VCNA/Volvo Car Corporation.

G. TECHNICIAN COMPETENCY REQUIREMENT

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



Quality Bulletin R29436

H. CAMPAIGN REIMBURSEMENT PROCEDURES (LONG FORM APPLICATION)

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

Claim Type: R29436
Cause Code: 02
CSC Code: XW
Main OP: 36120
Failed Part: 31411989

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36120	CEM Software Upgrade	1	0.3 Hrs



Technical Journal

TITLE:

RECALL R29436 Oil Pressure Sensor Software Upgrade

REF NO: TJ 28528	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada		
PARTNER: 3 US 7510 Volvo Cars North America		ISSUE DATE:		
FUNC GROUP: 2858	FUNC DESC: software	YEAR 2013	MONTH 12	DAY 04
Page 1 of 2				

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Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
134	62	B5254T5					2011-2012		0001148-0146365	201046-201219

CSC Customer Symptom Codes

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

DTC Diagnostic Trouble Codes

Rows beginning with * are modified

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

Text

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DESCRIPTION:

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation, has decided that certain model year 2011 - 2012 S60 vehicles equipped with 5 cylinder (Engine Code 62) engines, fail to conform to Federal Motor Vehicle Safety Standard FMVSS No.101: *Controls and Displays sections S5 and S5.2.1* and Canadian Motor Vehicle Safety Standard CMVSS Standard 101: *Location and Identification of Controls and Displays Sections 2f and 9f*.



On affected vehicles, the engine oil pressure sensor is not activated in the vehicles software. If the engine oil pressure is too low, there will be no warning displayed in the Driver Information Module (DIM).

SERVICE:

The corrective action is to perform Software Download, PN 31411989.



Parts Bulletin

TITLE:

**Recall R29436 Oil Pressure Sensor Software Upgrade
Model Year 2011-2012 S60 with 5 Cylinder (Engine Code 62)**

GROUP: 28	CAT/NO: R29436	REFERENCE BULLETINS: QB 29436, TJ 28528	CAR MARKET: United States and Canada		
COPY TO / CIRCULATIONS (PLEASE INITIAL):				DATE:	
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	YEAR 2013	MONTH 12
				DAY 05	
					Page 1 of 1

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**Reference Bulletins: Quality Bulletin 29436
Tech Journal 28528**

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation, has decided that certain model year 2011- 2012 S60 vehicles equipped with 5 cylinder (Engine Code 62) engines, fail to conform to Federal Motor Vehicle Safety Standard FMVSS No.101: *Controls and Displays sections S5 and S5.2.1* and Canadian Motor Vehicle Safety Standard CMVSS Standard 101: *Location and Identification of Controls and Displays Sections 2f and 9f*.

On affected vehicles, the engine oil pressure sensor is not activated in the vehicles software. If the engine oil pressure is too low, there will be no warning displayed in the Driver Information Module (DIM).

The corrective action is to perform a CEM Software Download.

A total of 30,929 U.S. and 1,402 Canadian vehicles are eligible for this action.

The following part numbers apply:

Part Number	Description	Qty
31411989	CEM Software Upgrade	1



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
Phone: 201-768-7300
www.volvocars.us

**IMPORTANT SAFETY RECALL
THIS NOTICE APPLIES TO YOUR VEHICLE**

YV1940AS7C9999999 -R29436A999999R49 512286-01

Volvo Owner
12345 Main St.
Any City, US 12345-6789

NHTSA RECALL 13V592

December 27, 2013

Dear Volvo Owner:

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

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation, has decided that certain model year 2011-2012 S60 vehicles equipped with 5 cylinder (Engine Code 62) engines, fail to conform to Federal Motor Vehicle Safety Standard FMVSS No.101: *Controls and Displays sections S5 and S5.2.1.*

The reason for Recall R29436:

On affected vehicles, the engine oil pressure sensor is not activated in the vehicles software. If the engine oil pressure is too low, there will be no warning displayed in the Driver Information Module (DIM). Without being warned of a low oil pressure situation, the driver may continue to drive the vehicle until it stalls, which increases the risk of a crash.

The corrective action is for your authorized Volvo retailer to perform a software upgrade on your Volvo.

What you need to do:

Please contact your authorized Volvo retailer for an appointment. This procedure will be completed at no cost and can take up to 30 minutes to complete; **however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.**

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information please refer to the Volvo Customer Care Center contact information in this letter.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us the updated owner information. Please refer to our contact information below.

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 1 Volvo Drive, P.O. Box 914, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST. You may also contact us by going to www.VolvoCars.US/ContactCustomerCare

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 Administrator at: National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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,

A handwritten signature in cursive script that reads "Mike Assainte".

Mike Assainte

Customer Satisfaction Manager, Service



Volvo Cars of Canada Corp.

9130 Leslie St. Suite 101
Richmond Hill, Ontario
Canada L4B 0B9
Telephone (905) 695-9626
Facsimile (905) 695-9627
www.volvocars.ca

December 2013

IMPORTANT RECALL NOTICE

Dear Volvo Owner:

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

Volvo Cars of Canada Corp (Volvo) on behalf of Volvo Car Corporation, has decided that certain model year 2011-2012 S60 vehicles equipped with 5 cylinder (Engine Code 62) engines, fail to conform to Canadian Motor Vehicle Safety Standard CMVSS No. 101: *Location and Identification of Controls and Displays sections 2f and 9f.*

The reason for Recall R29436:

On affected vehicles, the engine oil pressure sensor is not activated in the vehicles software. If the engine oil pressure is too low, there will be no warning displayed in the Driver Information Module (DIM).

The corrective action is for your authorized Volvo retailer to perform a software upgrade on your Volvo.

What you need to do:

Please contact your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost and can take up to 30 minutes to complete; **however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.**

If you previously paid to have this corrective action performed, prior to the date on this letter, your authorized Volvo retailer will honor your receipt with a refund. Please contact your authorized Volvo retailer service department for details.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us updated owner information using the contact information below.

Please contact:

If you have any questions, please contact your authorized Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Relations at 1-800-663-8255, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST or by e-mail at volcust@volvocars.com. You may also write to us at 9130 Leslie St. Suite 101, Richmond Hill, Ontario, Canada L4B 0B9.

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.

We have advised Transport Canada that we are conducting this recall.

Thank you for being a member of the Volvo family. We hope you will appreciate our efforts to continually provide you with updated information of importance to your safety and the quality of your Volvo vehicle.

Sincerely,

A handwritten signature in cursive script that reads "Carol Kitchen".

Carol Kitchen
V.P. Customer Service



**La Compagnie des Automobiles Volvo
du Canada**

9130, rue Leslie, bureau 101
Richmond Hill (Ontario)
Canada L4B 0B9
Téléphone : 905-695-9626
Télécopieur : 905-695-9627
www.volvocars.ca

Décembre 2013

AVIS DE RAPPEL IMPORTANT

Madame, Monsieur,

Cet avis vous est envoyé en conformité avec les exigences de la *Loi sur la sécurité automobile*.

La Compagnie des Automobiles Volvo du Canada, au nom de Volvo Car Corporation, a convenu que certains véhicules S60 des années-modèles 2011 et 2012 équipés de moteurs 5 cylindres (code de moteur 62) n'étaient pas conformes aux normes de sécurité des véhicules automobiles du Canada n° 101, *Emplacement et identification des commandes et des affichages, articles 2f et 9f*.

Raisons du rappel R29436 :

Sur les véhicules touchés, le capteur de pression d'huile moteur n'est pas activé dans le logiciel des véhicules. Si la pression de l'huile moteur est trop basse, aucun avertissement ne s'affichera dans le module d'information du conducteur.

Pour corriger la situation, votre concessionnaire Volvo autorisé doit effectuer une mise à niveau du logiciel de votre Volvo.

Ce que vous devez faire :

Veillez communiquer avec votre concessionnaire Volvo autorisé pour prendre rendez-vous. La réparation sera effectuée gratuitement et devrait prendre jusqu'à 30 minutes; **toutefois, compte tenu des rendez-vous d'entretien et de la disponibilité des pièces, votre concessionnaire Volvo peut avoir besoin de plus de temps.**

Si vous avez déjà payé pour faire effectuer cette réparation avant la date figurant sur la présente lettre, votre concessionnaire Volvo autorisé vous remboursera sur présentation de votre reçu. Veuillez communiquer avec le service d'entretien de votre concessionnaire Volvo autorisé pour de plus amples renseignements.

Si vous n'êtes plus propriétaire du véhicule dont il est question dans la présente lettre, veuillez nous aider à mettre à jour nos dossiers en nous fournissant les plus récents renseignements sur le propriétaire (voir les coordonnées ci-dessous).

Veuillez communiquer :

Pour en savoir plus, veuillez communiquer avec votre concessionnaire Volvo autorisé. Si votre concessionnaire n'est pas en mesure de répondre à vos questions, veuillez communiquer avec le Service à la clientèle de Volvo au 1-800-663-8255 (du lundi au vendredi de 8 h 30 à 17 h HNE) ou envoyer un courriel à vlcust@volvocars.com. Vous pouvez également nous écrire à l'adresse suivante : 9130, rue Leslie, bureau 101, Richmond Hill (Ontario), Canada L4B 0B9.

La loi fédérale exige que tout donneur à bail de véhicule concerné par cet avis de rappel remette dans un délai de dix jours une copie de cet avis au preneur à bail. Par donneur à bail, on entend toute personne ou toute entité qui agit en tant que propriétaire, comme il est indiqué sur le titre du véhicule, de cinq véhicules ou plus faisant l'objet d'un bail.

Nous avons informé Transports Canada que nous mettons en place ce rappel.

Nous vous remercions de faire partie de la famille Volvo. Nous espérons que vous apprécierez nos efforts continus pour vous fournir des renseignements à jour sur des éléments importants pour votre sécurité et pour la qualité de votre véhicule Volvo.

Veuillez agréer, Madame, Monsieur, mes salutations distinguées.



Carol Kitchen
Vice-présidente, Service à la clientèle