



Volvo Cars of North America, LLC

Volvo Drive
Rockleigh, NJ 07647
201 768 7300
www.volvocars.us

January 16, 2009

TO: ALL VOLVO RETAILERS – US AND CANADA
RE: EXTENDED WARRANTY 205 – PCV OIL TRAP AND VENTILATION

Volvo Cars of North America, LLC and Volvo Cars of Canada Corp. have voluntarily decided to extend warranty coverage for the PCV Oil Trap and Ventilation Hose on model year 2004 – 2008 S40, V50, C70 and C30 vehicles. For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage on the PCV Oil Trap and Ventilation Hose for 10 years or 120,000 miles, whichever occurs first, from the date the vehicle was originally placed into service.

OWNER NOTIFICATION

Owner notification will begin in late January, 2009.

RETAILER RESPONSIBILITIES

If your customer's vehicle has the symptoms described in the customer letter and is still under the New Car Limited Warranty or California Emissions Warranty, the installation of the new PCV Oil Trap and Ventilation Hose will be covered. If the vehicle has exceeded the New Car Limited Warranty or California Emissions Warranty by time or mileage, the extended warranty coverage would take effect.

Installation of the new PCV Oil Trap and Ventilation Hose under this extended warranty coverage will be performed at no charge. Coverage under this extended warranty is limited to the symptoms described in the customer letter for the PCV Oil Trap and Ventilation Hose only.

In the event that a customer's vehicle exhibits the symptoms described in the customer letter and they do not have a notification letter, the owner is not to be refused this repair. Your regional representative will follow up to ensure that this Extended Warranty is proceeding smoothly.

A complete description of the Extended Warranty 205 requirements and claim submission procedures are attached. It is the retailer's responsibility to review the details provided in the material listed below with all involved retailer personnel.

- Service Manager Bulletin
- Parts Bulletin
- Retailer Technical Journal

Your cooperation with this Extended Warranty program is greatly appreciated.

Drive Safely,

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

VOLVO				TITLE:		GROUP:	NO:	
				POSITIVE CRANKCASE VENTILATION (PCV) OIL TRAP AND VENTILATION HOSE EXTENDED WARRANTY 205 Model Year 2004 - 2008 S40 2005 - 2008 V50 2006 - 2008 C70 2007 - 2008 C30 Engine Code 38, <u>67</u> & 68		22	205	
Service Manager Bulletin				REFERENCE BULLETINS:		ISSUING DEPARTMENT:		
						Warranty		
				RTJ# 20351 PB# 22-205		CARMARKET:		
United States, Canada								
Service Personnel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR			DATE:		
						YEAR	MONTH	DAY
						2009	01	16
						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. PCV OIL TRAP AND VENTILATION HOSE EXTENDED WARRANTY 205 DESCRIPTION

Volvo Cars of North America, LLC and Volvo Cars of Canada Corp. have voluntarily decided to extend warranty coverage on certain model year 2004 - 2008 S40, V50, C70 and C30 models. Volvo has determined that the material in the PCV oil trap pressure control diaphragm and the crankcase ventilation hose may become cracked due to long-term exposure to the crankcase environment.

For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage on the PCV Oil Trap and Ventilation Hose for 10 years or 120,000 miles / 193,000 kilometers, whichever comes first, from the date the vehicle was originally placed into service. Coverage under this extended warranty program is limited to the symptoms described in this bulletin for the PCV Oil Trap and Ventilation Hose only.

"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 VRC² - Vehicle Warranty where the message "ELIGIBLE FOR PCV OIL TRAP EXT WTY" will appear for eligible vehicles. Only vehicles with this message are eligible for the extended warranty coverage for 10 years or 120,000 miles / 193,000 kilometers.

C. PARTS INFORMATION / PARTS RETURN

Please refer to the Tech Journal and Parts Bulletin for parts information.

PARTS RETURN

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

D. OWNER NOTIFICATION

The customer mailings will begin in late January.

E. RETAILER RESPONSIBILITY

Only replacements required based on the diagnosis and which are a result of a PCV Oil Trap and Ventilation Hose issue described in this bulletin, 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 PCV Oil Trap and Ventilation Hose Extended Warranty
c/o The Advertising Checking Bureau, Inc.
P.O. Box 1919
Memphis, TN 38101

- To avoid delays do not send this information to any other location.
- The repair order must show that the customer previously paid for a PCV Oil Trap and/or Ventilation Hose repair with the symptoms described in this bulletin, 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.

Customers can call 866-637-3774 to check on the status of their claim.
Please allow 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
(LONG FORM APPLICATION)**

PCV Oil Trap and Ventilation Hose extended warranty claims are subject to all the audit requirements outlined in the Warranty Policy and Procedures Manual section 4.

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

Please refer to DCS Inquiry to check eligibility and determine the correct claim type for claim submission.

Claim Type: P28077
Failed / Replaced Part: 30788494
Main Operation Number: 25793
Cause Code: 10
Symptom Code: 8N

<u>Operation Number</u>	<u>Description</u>	<u>Qty</u>	<u>Time</u>
25793	Replace PCV Oil Trap & Ventilation Hose (Includes Diagnostic Time)	1	1.6

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



Retailer Technical Journal 20351

PVC (Positive Crankcase Ventilation) oil trap
and ventilation hose. **Extended Warranty 205**

Date 1/16/2008

Volvo Cars of North America, LLC Reference: SMB 22-205 PMB 22-205
Technical Support

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

AFFECTED VEHICLES:

Type:	Engine:	Model year:	Chassis From:	Chassis To:
544	B5244S4,B5254T3,B5254T7	2004-2008	0000295	0377851
545	B5244S4,B5254T3,B5254T7	2004-2008	0000133	0393565
542	B5244S4,B5254T3,B5254T7	2006-2008	0000590	0048646
533	B5244S4,B5254T3,B5254T7	2007-2008	0000261	0061038

DESCRIPTION:

It has been identified that in certain LEV2 (Low Emissions Vehicle) vehicles listed above, the material in the PCV (Positive Crankcase Ventilation) oil trap pressure control diaphragm and the crankcase ventilation hose may become cracked due to long term exposure to the crankcase environment. If this condition occurs it is possible that the MIL (malfunction indicator lamp) will illuminate and post an ECM (Engine Control Module) 250A code. In addition, there may be a whistle type noise emitted from the crankcase.

Repair procedure:

Follow repair procedure in VIDA for the replacement of the oil filter/trap housing for the specific vehicle that is profiled with the addition of the crankcase ventilation hose replacement below.

Material:

Description	Quantity	Part No.
Hose clamp	2	976561
Cable tie	3	983750
Cable tie	2	983883
Sealing ring	1	30637865
Gasket (only B5244S)	5	30637438
Hose clamp (only B5244S)	1	978172
Oil Filter Housing	1	30788494
Crankcase ventilation hose	1	8670008

Service:

VIDA repair instruction path:

Profile vehicle in Vida then follow repair procedure under: **INFORMATION:**

REPAIR:

Removal, replacement and installation:

- 2 Engine with mountings and equipment
 - # 22 Lubricating and oil system
 - # 221 oil pump and line
 - # Oil trap

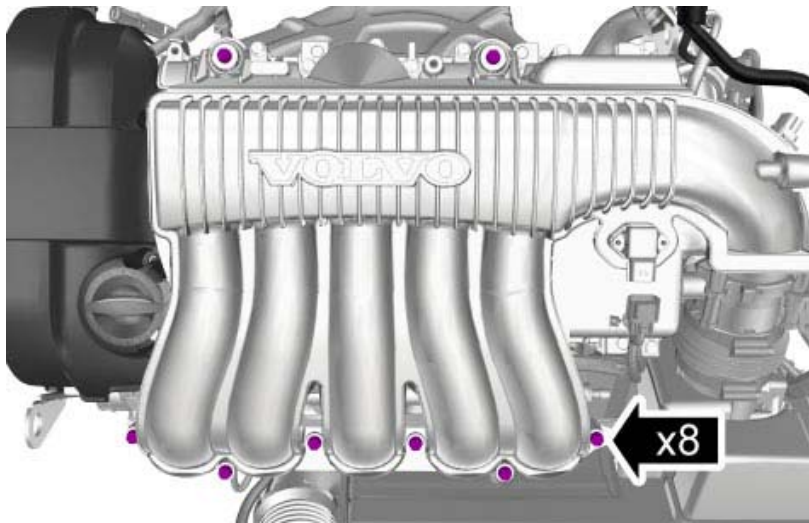
Replace oil filter housing with new part #30788494

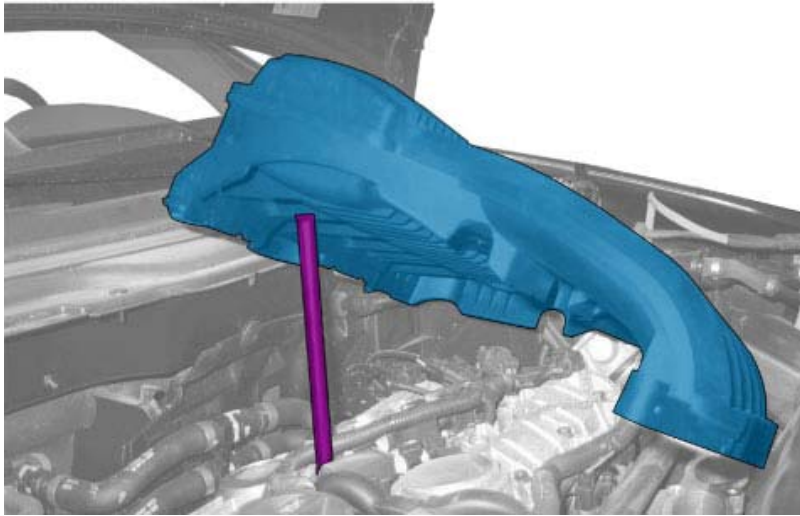
Additional instructions for crankcase ventilation hose replacement as follows:

Remove upper intake manifold.

Note! Some variation in the illustrations may occur, but the essential information is always correct.

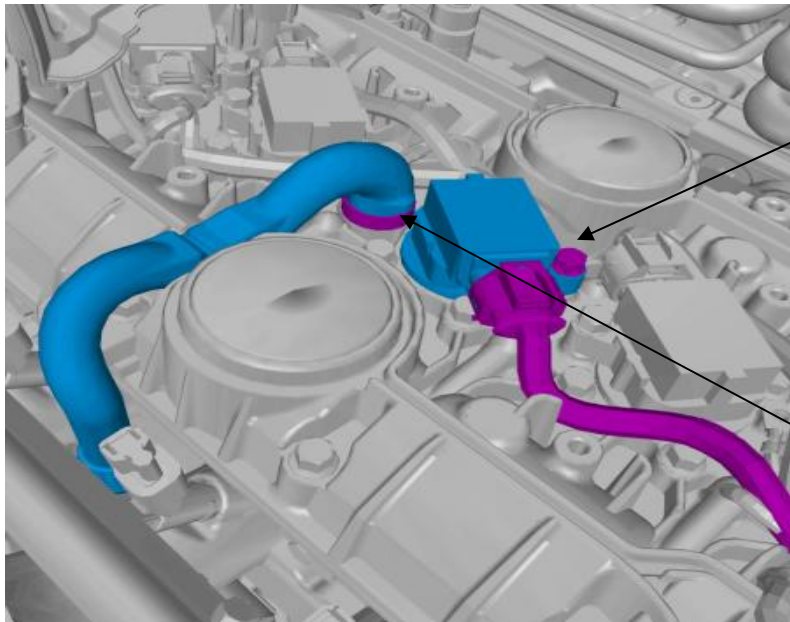
Remove the screws.





Remove the battery cover.

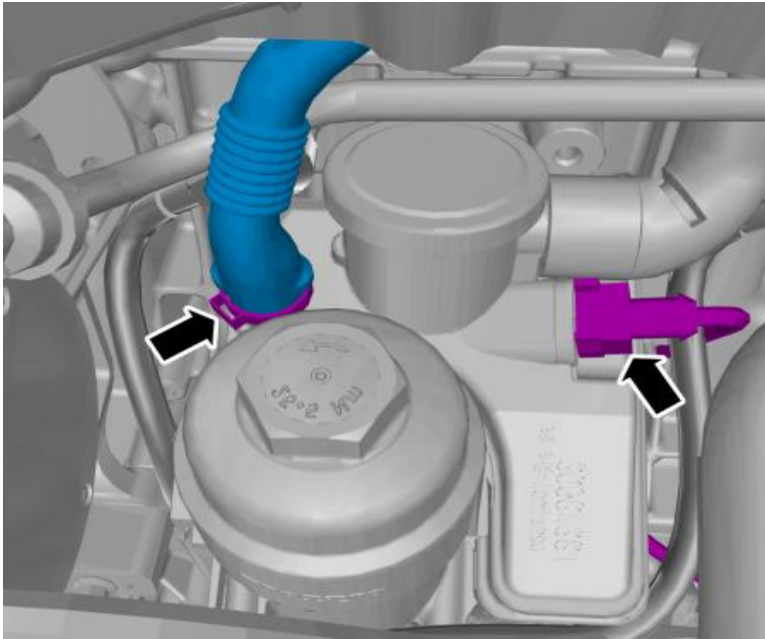
Angle up the inlet pipe and install a suitable brace as support.



Remove:

- Ignition coil for cylinder 3- to better access clamp.
-

- upper hose clamp
-
-
-
-



Remove:

- The lower hose clamp.

Note: will be removed with the replacement of the oil filter housing.

- crankcase ventilation hose
 - disconnect sensor
-

Install:

New hose P/N 8670008 and clamp
P/N 978172

Important:

Be sure to check oil level and top up as needed.

Reassemble all parts as per Vida.

Important:

Upon completion be sure to check oil level and top up as needed.

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

SUBJECT POSITIVE CRANKCASE VENTILATION (PCV) OIL TRAP AND VENTILATION HOSE EXTENDED WARRANTY 205				GROUP	22	NO	205
				MARKET	United States, Canada		PAGE
COPY TO / CIRCULATIONS (PLEASE INITIAL)				DATE	YEAR	MONTH	DAY
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR		2009	01	16

Reference Bulletin **RTJ# 20351, SMB# 22-205**

Volvo Cars of North America, LLC and Volvo Cars of Canada Corp. has voluntarily decided to extend warranty coverage on certain model year 2004-2008 S40, V50, C70 and C30 models. Volvo has determined that the material in the PCV oil trap pressure control diaphragm and the crankcase ventilation hose may become cracked due to exposure to the crankcase environment.

For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage on the PCV Oil Trap and Ventilation Hose for 10 years or 120,000 miles / 193,000 kilometers, whichever comes first, from the date the vehicle was originally placed into service. Coverage under this extended warranty is limited to the symptoms described in this bulletin for the PCV Oil Trap and Ventilation Hose only.

The following part numbers apply:

<u>Part Number</u>	<u>Description</u>	<u>Qty</u>
976561	Hose Clamp	2
983750	Cable Tie	3
983883	Cable Tie	2
30637865	Sealing Ring	1
30637438	Gasket	5
978172	Hose Clamp	1
30788494	Oil Filter Housing	1
8670008	Crankcase Ventilation Hose	1
8889955	Engine Oil	.2L

There will not be an allocation of parts sent to your Retail facility. Please order these parts based on the determination that this repair is necessary.

"Fixed Right — First Time"



IMPORTANT EXTENDED WARRANTY NOTICE

[EXTENDED WARRANTY 205: 04-08 S40, 05-08 V50, 06-08 C70, 07-08 C30
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES

January 2009

Dear Volvo Owner:

Subject: Crankcase Oil Trap and Ventilation Hose Extended Warranty

Volvo Car Corporation has discovered that in certain model year 2004 through 2008 S40, V50, C70 and C30 vehicles, the material in the PCV oil trap pressure control diaphragm and the crankcase ventilation hose may become cracked due to long-term exposure to the crankcase environment. As the registered owner of this Volvo vehicle, your satisfaction with our product is very important to us. This letter is to inform you that Volvo is voluntarily initiating Extended Warranty Program 205.

Under extended warranty program 205, Volvo is extending the warranty of the crankcase oil trap and ventilation hose for 10 years or 120,000 miles / 193,000 kilometers, whichever comes first, from the date your vehicle was originally placed in service for the condition described below.

The extended warranty covers the following condition:

Cracking of the PCV Oil Trap Pressure Control Diaphragm and Crankcase Ventilation Hose due to long-term exposure to the crankcase environment. If this condition should occur, the check engine light may illuminate and there may be an unusual noise coming from the engine.

Why is Volvo extending the warranty on the PCV Oil Trap and Crankcase Ventilation Hose?

If your vehicle exhibits this condition during the extended warranty period, Volvo will replace the Crankcase Oil Trap and Ventilation Hose at no charge to you.

What conditions might be evident if the condition is present?

The Check Engine Light may illuminate, and there may be a noise coming from the engine.

If my check engine light comes on, what do I do?

If your vehicle exhibits the conditions mentioned above, contact your nearest authorized Volvo retailer to schedule an appointment for a diagnosis. If your vehicle is within 10 years or 120,000 miles, whichever comes first, from the date your vehicle was originally placed into service, and the diagnosis determines the reason for the check engine light is part of the above mentioned condition; the crankcase oil trap and ventilation hose will be replaced at no charge to you.

****If, however, the diagnostic determines that the reason for the check engine light is not due to the above mentioned condition the retailer reserves the right to charge for their diagnostic time, if the vehicle is beyond our new car limited warranty.***

How long will it take?

The complete repair will take approximately two hours. **However, due to service scheduling requirements at the retailer, your vehicle may be needed for a longer period of time.**

Are there other conditions not related to the Crankcase Oil Trap and Ventilation Hose that may exhibit similar symptoms?

Yes. There are other conditions and systems that may illuminate the check engine light, and are not a result of a cracked Crankcase Oil Trap or Ventilation Hose. Repairs of such conditions would not be covered by this extended warranty. Only repairs or replacements required based on the retailers diagnosis, and are a result of a cracked Crankcase Oil Trap or Ventilation Hose will be covered by this extended warranty and performed at no charge.

My Check Engine Light is Not on, what do I need to do?

Nothing, unless your vehicle exhibits the symptoms mentioned above, there is no action required. You do not need to contact your Volvo retailer. This is an extended warranty program.

What if I previously paid for this repair?

If you have already paid to have your car repaired due to this condition and your vehicle is/was within 10 years and less than 120,000 miles / 193,000 kilometers at the time of the repair, you may be eligible for a refund.

How do I apply for a refund?

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

**Volvo Crankcase Oil Trap and Ventilation Hose
C/o Advertising Checking Bureau
P.O. Box 1919
Memphis, TN 38184**

The repair order must show that you previously paid for a crankcase oil trap and or crankcase ventilation hose replacement. In addition, the repair order must indicate the amount of your payment, the date of your payment, your name, address, and vehicle

identification number. If you have a repair order that does not have all the information listed above, please write it in.

Please allow 8 weeks for reimbursement.

How do I find out the status on a refund?

If you have questions or seek status of you claim please contact: Volvo Crankcase Oil Trap and Ventilation Hose Help Desk at 866-637-3774.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your retail facilities' Service Manager. If you still have concerns please contact the Volvo Customer Care Center at 800-458-1552 Monday through Friday, 8:30 A. M. to 5:00 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.

Sincerely,

Mike Assainte
Manager, Customer Support