



Jason Guidi

Manager - Warranty, Product Safety & Compliance

September 01, 2015

Subject: Recall R39574

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 to launch a voluntary safety recall on certain model year 2016 S60, V60, V60CC, XC60, XC70, S80 vehicles equipped with 4 cylinder engines VIN Codes 26, 40 & 49.

Volvo has identified that in certain stop and go driving situations, the starter motor fuse may become overloaded (blown fuse) resulting in its failure. This condition will render the vehicle inoperative while stopped without warning.

This condition can be avoided by pressing the stop/start button and thereby disabling the stop/start functionality. This needs to be repeated after every engine start (new driving cycle) until the vehicle is repaired.

The corrective action is to upgrade the starter motor fuse with a higher amperage rated replacement.

A total of 7,855 U.S. and 23 Canadian vehicles are eligible for this recall.

OWNER NOTIFICATION

Owner notification letters will be mailed in mid-October. Owners of eligible retailed vehicles that are requesting this recall to be performed should be accommodated.



ANTICIPATED CUSTOMER QUESTIONS

We understand that customers may have questions about this recall. Please see the below anticipated questions with answers and direct any additional customer questions to 800-458-1552

WHAT CAN THE CUSTOMER DO WHILE WAITING FOR A RECALL REPAIR?

- Drivers can avoid the potential condition by pressing the stop/start button and thereby disabling the stop/start functionality. The button is located in the center stack console, see below illustration. This would need to be repeated after every engine start until you get the vehicle repaired.



WHAT CARS ARE AFFECTED?

- Only Model Year 2016 Front-Wheel Drive 4-Cylinder Drive-E engines in models S60, V60, V60CC, XC60, XC70, S80 are impacted in the United States.

PARTS INFORMATION / PARTS RETURN

Parts allocations will be conducted starting next week and will be completed in stages as parts become available. Quantities will be based on the percentage of vehicles in retailer inventory.

VEHICLES in RETAILER INVENTORY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

PORT VEHICLES

No vehicles will be released from the ports without having this recall repair completed.



CLAIM SUBMISSION

Claim submission instructions are included in the attached Quality Bulletin R39574.

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
- Parts Bulletin

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in blue ink that reads "Jason Guidi".

Jason Guidi
Manager – Warranty, Product Safety and Compliance
201-784-4660
jason.guidi@volvocars.com



Recall R39574: Starter Motor Fuse

GROUP: 33

NO: R39574

MODEL YEAR 2016

S60, V60, V60CC, XC60, XC70, S80

DATE: 09/01/15

MARKET – U.S. AND CANADA

ISSUING DEPARTMENT: WARRANTY

BULLETIN REFERENCE TJ 30763 & PB 33-R39574

- A. RECALL R39574 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**

A. RECALL R39574 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation has decided to launch a voluntary safety recall on certain model year 2016 S60, V60, V60CC, XC60, XC70, S80 vehicles equipped with 4 cylinder engines VIN Codes 26, 40 & 49.

Volvo has identified that in certain stop and go driving situations, the starter motor fuse may become overloaded (blown fuse) resulting in its failure. This condition will render the vehicle inoperative while stopped without warning.

This condition can be avoided by pressing the stop/start button and thereby disabling the stop/start functionality. This needs to be repeated after every engine start (new driving cycle) until the vehicle is repaired.

The corrective action is to upgrade the starter motor fuse with a higher amperage rated replacement.

A total of 7,855 U.S. and 23 Canadian vehicles are eligible for this recall.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R39574 Starter Motor Fuse" will appear for eligible vehicles **beginning on 09/03/15**.

All vehicles should be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

C. PARTS INFORMATION / PARTS RETURN

Parts allocations will be conducted starting next week and will be completed in stages as parts become available. Quantities will be based on the percentage of vehicles in retailer inventory.

PORT VEHICLES

No vehicles will be released from the ports without having this recall repair completed.

PARTS RETURN

No parts are required to be returned for this recall.

D. OWNER NOTIFICATION

Owner notification letters will be mailed in mid-October.

Owners of eligible retailed vehicles that are requesting this recall to be performed should be accommodated.

E. VEHICLES in RETAILER INVENTORY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

F. RETAILER RESPONSIBILITY

Retailers must check eligibility prior to completing this recall. All eligible vehicles must have this recall completed prior to customer delivery.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Recall R39574 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 1 - Quality Tech.

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

Claim Type: R39574

Cause Code: 02

CSC Code: XW

Main OP: 37201

Failed Part: 31473638

Operation Number	Repair Description	Qty	Labor Time
37201	Replace Starter Motor Fuse	1	0.1



PARTS BULLETIN

Subject: Recall R39574: Starter Motor Fuse Model Year 2016 S60, V60, V60CC, XC60, XC70, S80	Group: 33	No: R39574
	Market: US & Canada	
	Date: Sept. 1, 2015	

Reference Bulletin: **TJ:30763 & QB 33-R39574**

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation has decided to launch a voluntary safety recall on certain model year 2016 S60, V60, V60CC, XC60, XC70, S80 vehicles equipped with 4 cylinder engines VIN Codes 26, 40 & 49.

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This condition can be avoided by pressing the stop/start button and thereby disabling the stop/start functionality. This needs to be repeated after every engine start (new driving cycle) until the vehicle is repaired.

The corrective action is to upgrade the starter motor fuse with a higher amperage rated replacement.

A total of 7,855 U.S. and 23 Canadian vehicles are eligible for this recall.

A parts allocation will be conducted starting next week and will be completed in stages as parts become available. Quantities will be based on percentage of vehicles in retailer inventory.

The following part number applies:

Part Number	Description	Qty
31473638	Fuse	1



Volvo Car Corporation
TIE - Technical Information Exchange

TIE - Technical Journal

Title Recall R39574: Starter Motor Fuse
Ref No US 30763. 1. 1 en-US **Status**
Issuer LWERBERG - Leo Werberg **Status Date** 2015-09-01
Partner 3 US 7510 Volvo Cars North America **Issue Date** 2015-09-01
Func Group 3300 **Reference** Recall R39574
Func Desc starting system


Attachment

File Name	File Size
TJ30763.pdf	2.6342 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2016 -2016	21	0195001 -0196376	0 -0
134							2016 -2016	21	0390001 -0398852	0 -0
134							2016 -2016	22	0390004 -0398920	0 -0
135							2016 -2016	21	0346001 -0353309	0 -0
136							2016 -2016	21	0235009 -0241362	0 -0
155							2016 -2016	21	0285001 -0295182	0 -0
156							2016 -2016	22	0775015 -0814753	0 -0
157							2016 -2016	21	0003001 -0007604	0 -0

CSC Customer Symptom Codes

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

VST Operation Number

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**Description:**

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation has decided to launch a voluntary safety recall on certain model year 2016 S60, V60, V60CC, XC60, XC70, S80 vehicles equipped with 4 cylinder engines VIN Codes 26, 40 & 49.

Volvo has identified that in certain stop and go driving situations, the starter motor fuse may become overloaded (blown fuse) resulting in its failure. This condition will render the vehicle inoperative while stopped without warning.

Vehicle Report:

n/a

Service:

The corrective action is to upgrade the starter motor fuse with a higher amperage rated replacement. Set the clock and any other customer settings.



Volvo Car Customer Service

TJ Instruction 30763

Title	Ü^ HJÏÏ KÛæ^!Ä [q Å • ^	Page	1 (6)
Action	Replacement	Operation number:	37201-2

Issue	Date	Reason
1	2015-08	First issue

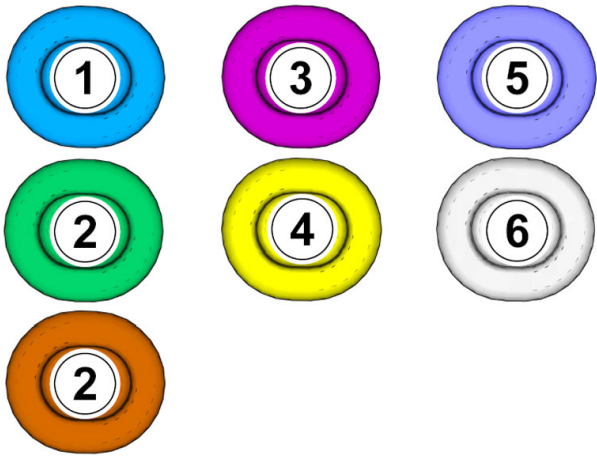
Affected vehicles

Model year	Model	Engine
2016	S60 (11-)	B4204T11, T12, T9
2016	S80 (07-)	B4204T11, T12
2016	V60	B4204T11, T12, T9
2016	V60 Cross Country	B4204T11
2016	XC70 (08-)	B4204T11
2016	XC60	B4204T11, T12, T9

Materials

Materials	Qty.	Part No.	Notes
Fuse	1.0	31473638	

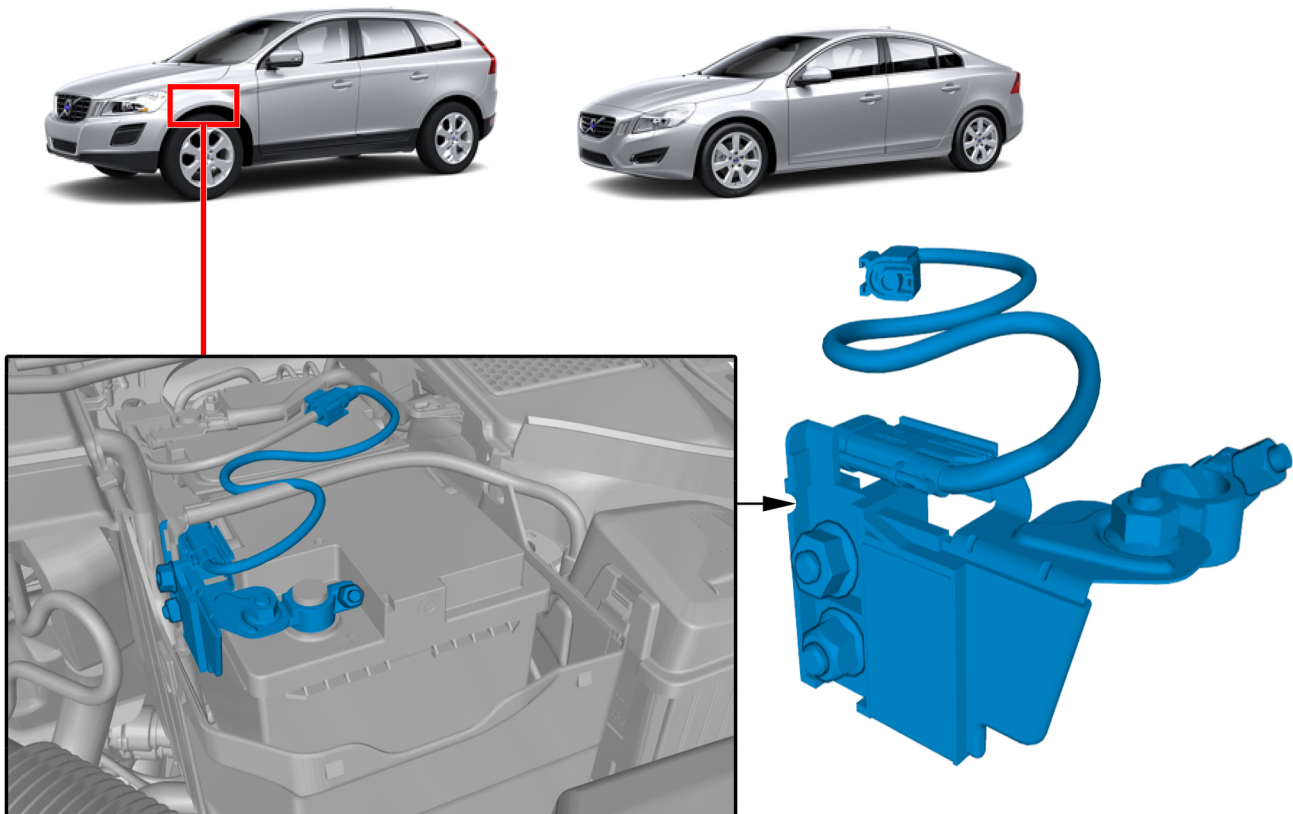
Color symbols

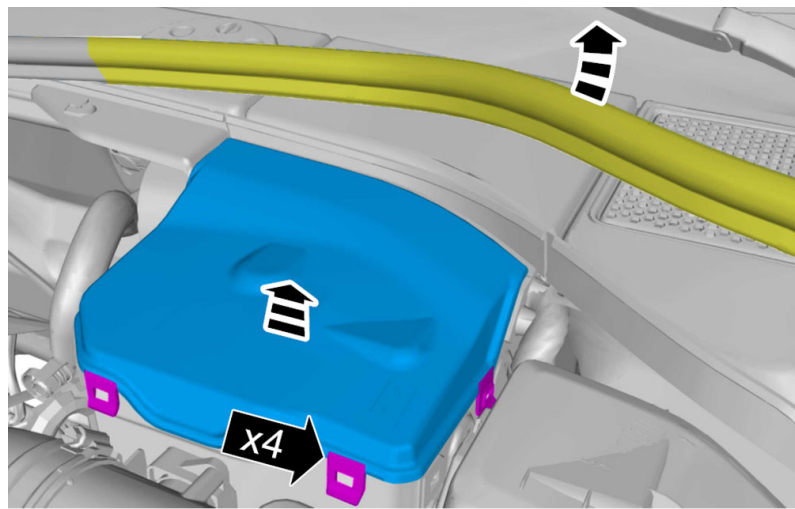


Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.

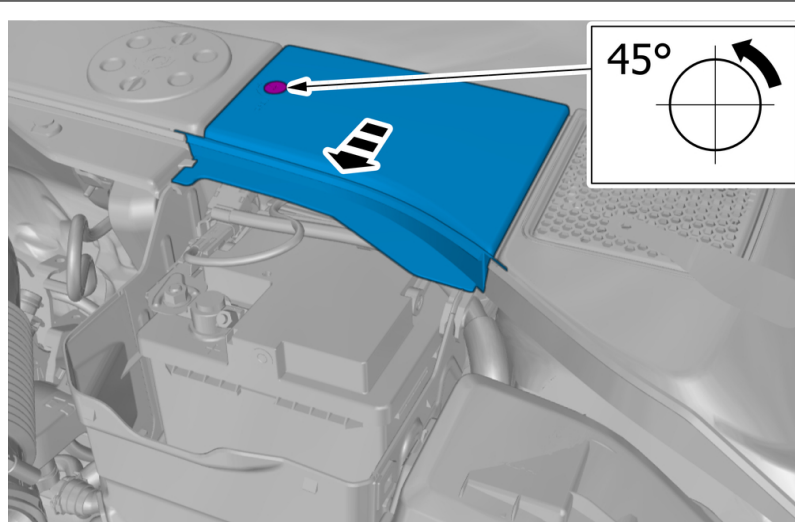
- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not fully removed from the vehicle but only hung to the side.
- 5 . Used for standard tools and special tools.
- 6 . Used as background color for vehicle components.

Orientation view



Removal

Remove the marked part.



Remove the marked part.

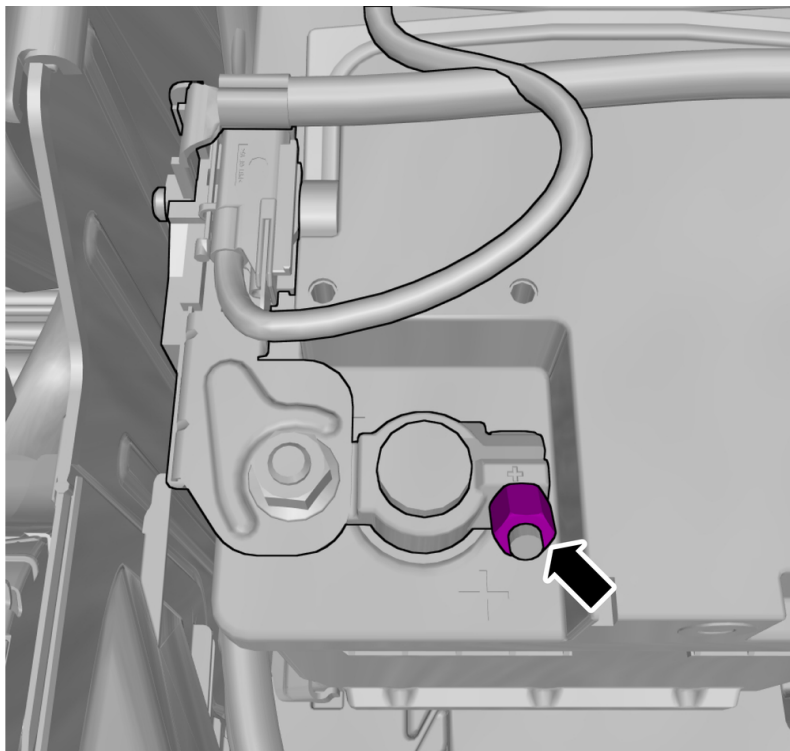
Perform battery disconnecting and connecting ,
refer to:

Cleaning, Inspection and Adjustment

3 - Electrical system

31 - Battery and mounting

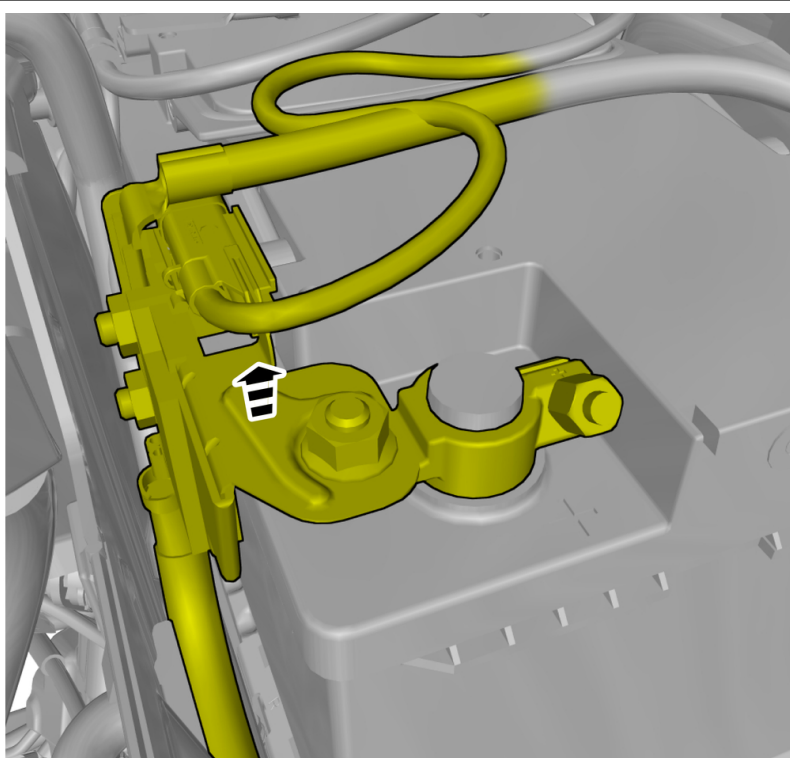
311 - battery



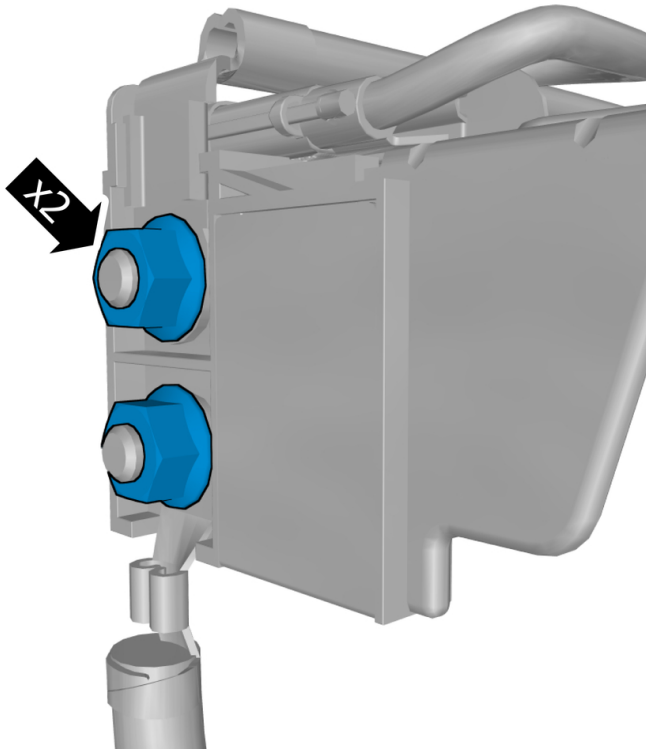
Loosen the nut.

Torque:

Battery cable for battery , 6 Nm



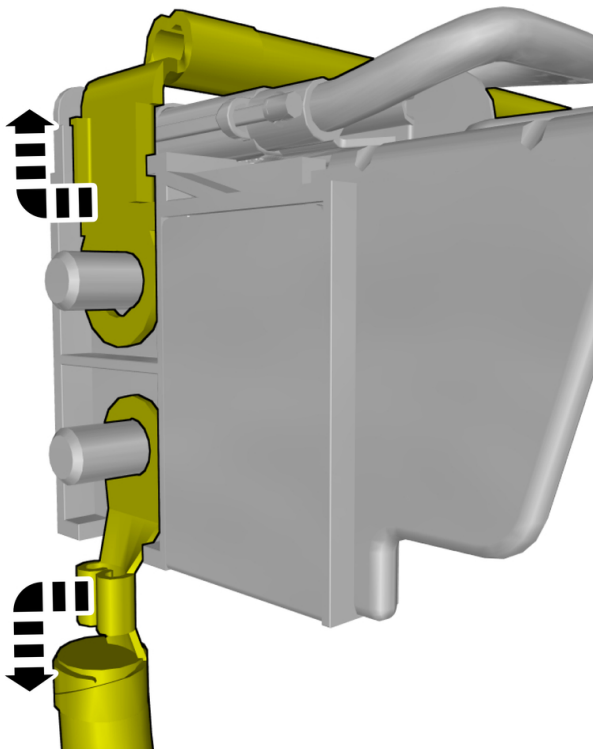
Lift the marked component forward.



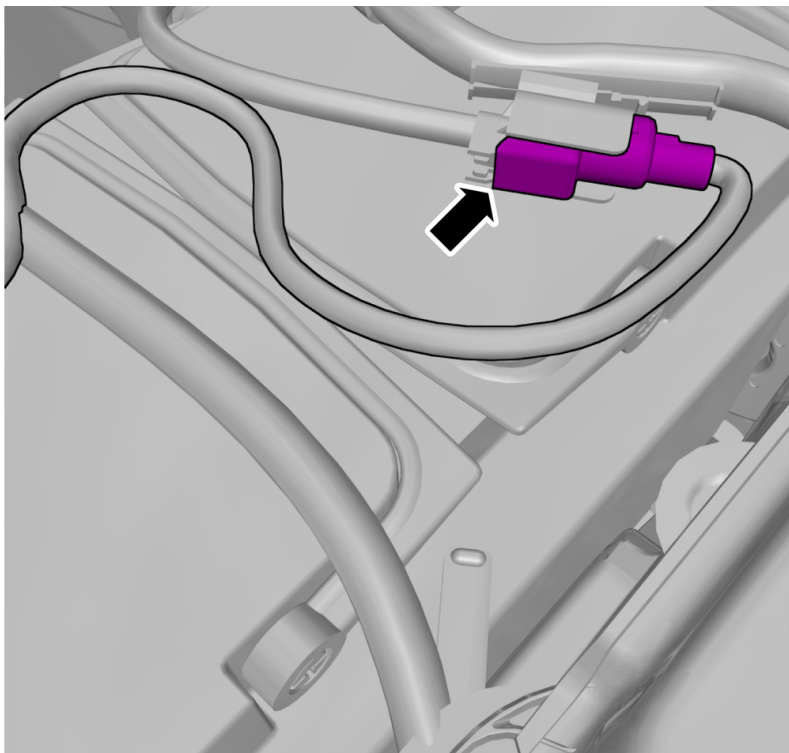
Remove the nuts.

Torque:

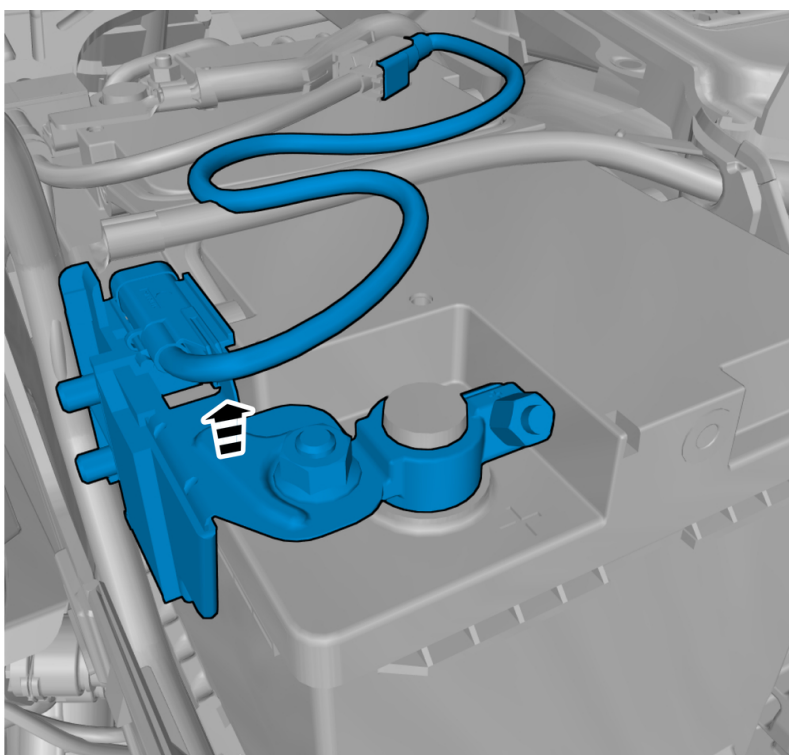
Fuse, to Battery terminal , 18 Nm



Loosen the wiring harness or move it to the side.



Disconnect the connector.



Remove the marked part.

Installation

To install, reverse the removal procedure.