



Volvo Cars of North America, LLC

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

August 03, 2012

TO: ALL U.S. & CANADIAN VOLVO RETAILERS
RE: SERVICE CAMPAIGN 253

Volvo Cars of North America, LLC. on behalf of Volvo Car Corporation, has decided to launch a service campaign on certain model year 2012 S60, S80, XC60 and XC70 vehicles.

Volvo has identified that the Thermal Expansion Valve (TXV) may be adjusted to an incorrect specification. This may result in a grinding or growling type noise when the A/C system is operating.

The corrective action is to inspect, and if necessary adjust the TXV setting using the TXV tool part# 33300036 per Tech Journal 26630. **This tool must not be used on vehicles that are not eligible for this service campaign.** Incorrect use of this tool may result in major damage to the A/C system of the vehicle that will not be covered by the New Car Warranty. Due to limited tool availability, distribution to retailers will begin the week of July 29th and should be completed the week of August 12th.

When this service campaign is closed, Volvo will request the return of the tool and retailers will be issued a credit. Further details on tool return will be communicated when this service campaign is closed.

Service Campaign 253 affects 12,331 vehicles in the U.S. and 922 vehicles in Canada.

PLEASE NOTE: This Service Campaign will be in effect until May 31, 2014 regardless of mileage. Coverage is automatically transferred to subsequent owners.

OWNER NOTIFICATION

Owner notification is scheduled to begin in August. Volvo will contact the vehicle owners directly.

RETAILER RESPONSIBILITIES

Retailers must perform this Service Campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this Service Campaign 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 this work.

Your regional representative will follow up to ensure that this Service Campaign is proceeding smoothly.

A complete description of the Service Campaign requirements and claim submission procedures will follow.

It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Service Manager Bulletin
- Retailer Tech Journal
- Parts Bulletin

Your cooperation in completing this Service Campaign is greatly appreciated.

Drive Safely,
Volvo Cars of North America, LLC.

Service Manager Bulletin



TITLE:

**Service Campaign 253: Thermal Expansion Valve (TXV)
Model Year 2012 S60, S80, XC60, XC70**

GROUP: 87	NO: 253	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada
REFERENCE BULLETINS: TJ 26630			DATE: YEAR MONTH DAY 2012 08 03
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR
			Page 1 of 3

“Fixed Right — First Time”

BULLETIN REFERENCE TJ 26630, PB 87-253

- A. SERVICE CAMPAIGN 253 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. SERVICE CAMPAIGN 253 DESCRIPTION

Volvo Cars of North America, LLC. on behalf of Volvo Car Corporation, has decided to launch a service campaign on certain model year 2012 S60, S80, XC60 and XC70 vehicles.

Volvo has identified that the Thermal Expansion Valve (TXV) may be adjusted to an incorrect specification. This may result in a grinding or growling type noise when the A/C system is operating.

The corrective action is to inspect, and if necessary adjust the TXV setting using the TXV tool part# 33300036 per Tech Journal 26630. This tool must not be used on vehicles that are not eligible for this service campaign. Incorrect use of this tool may result in major damage to the A/C system of the vehicle that will not be covered by the New Car Warranty. Due to limited tool availability, distribution to retailers will begin the week of July 29th and should be completed the week of August 12th.

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B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS SERVICE CAMPAIGN.

Vehicle eligibility must be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message “SERV CAMP 253 TXV Inspect / Adjust (S89324) SMB 87-253” 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

A “Retailer Campaign List” will be posted on VRC² in the Reports Menu under the Service Tab. This list details all affected vehicles that are on record as being retailed or currently in stock at your facility, and is updated monthly. Vehicle eligibility must be confirmed via VRC² prior to performing this service campaign.

C. PARTS INFORMATION / PARTS RETURN

Please refer to Parts Bulletin 87-253.

PARTS RETURN

Parts are not required to be returned for repairs performed in accordance with this service campaign. TXV tool part# 33300036 will be required to be returned when this service campaign is closed.

D. OWNER NOTIFICATION

Vehicle owners will be contacted directly by Volvo in the U.S. and Canada.

E. VEHICLES IN RETAILER INVENTORY

All vehicles in retailer inventory and qualifying for this service campaign should be repaired prior to a customer taking possession of the vehicle.



Service Manager Bulletin 87-253

F. RETAILER RESPONSIBILITY

Retailers are to perform this service campaign on eligible vehicles regardless of mileage/kilometers or vehicle age. The campaign work covered under Service Campaign 253 is 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 at 1-800-807-7712 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/VCCL.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Service Campaigns 253 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

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

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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


Claim Type: S89324
Cause Code: 02
CSC Code: XW
Main OP: 87593
Failed Part: 33300036

TXV INSPECTION ONLY

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
87593	TXV Check	1	0.4

ADD IF TXV ADJUSTMENT IS NECESSARY

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
87594	TXV Adjust	1	0.1
87007	A/C System Performance Test	1	0.2

<h1>Special Tools Bulletin</h1>					
TITLE: Adjusting Tool - 33300036					
NO: 190	DATE: YEAR MONTH DAY 2012 07 31	CAR MARKET: United States and Canada		Page 1 of 1	

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The corrective action is to inspect, and if necessary adjust the TXV Valve setting using the TXV tool part# 33300036 per Tech Journal 26630. **This tool must not be used on vehicles that are not eligible for this service campaign.** Incorrect use of this tool may result in major damage to the A/C system of the vehicle that will not be covered by the New Car Warranty. Due to limited tool availability, distribution to retailers will begin the week of July 29th and should be completed the week of August 12th. When this service campaign is closed, Volvo will request the return of the tool and retailers will be issued a credit. Further details on tool return will be communicated when this service campaign is closed.

Please refer to Service Manager Bulletin 87-253 and Technical Journal 26690 for additional repair details.

Service Personnel: Read and initial	SERVICE MANAGER	PARTS MANAGER	WORKSHOP FOREMAN	SERVICE TECHNICIANS												

Technical Journal



TITLE:

Service Campaign 253: Thermal Expansion Valve

REF NO:
TJ 26630

ISSUING DEPARTMENT:
Technical Service

CAR MARKET:
United States

PARTNER:
3 US 7510 Volvo Cars North America

ISSUE DATE:
YEAR MONTH DAY
2012 08 06

FUNC GROUP:
8745

FUNC DESC:
Evaporator; expansion valve

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Attachment

File Name	File Size
TJ 26630 inst.pdf	0.2120 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2012-2012		0157261-0161605	0-0
134							2012-2012		0115497-0137517	0-0
136							2012-2012		0132422-0141115	0-0
156							2012-2012		0288128-0331607	0-0

CSC Customer Symptom Codes

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

DTC Diagnostic Trouble Codes

Text

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

**DESCRIPTION:**

Volvo has identified that the Thermal Expansion Valve (TXV) may be adjusted to an incorrect specification. This may result in a grinding or growling type noise when the A/C system is operating.

SERVICE:

The corrective action is to inspect and if necessary adjust the TXV Valve setting using the TXV tool part# 33300036. This tool must not be used on vehicles that are not eligible for this service campaign. Incorrect use of this tool may result in major damage to the A/C system of the vehicle.

To view TJ attachment continue to next page:

Volvo Car Customer Service		
		TJ Instruction
		No.26630
		Date August 2012 Issue 01
Title	Service Campaign 253	

Special tools	Quantity	Part No.
Adjustment tool	1	33300036
Permanent marking pen	****	*****

1.

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

Removal

Remove the plenum cover, refer to:
Removal, replacement and installation
8 - Body and interior
82 - Bonnet (Hood), front end, wings, door sill
823 - radiator grille
Cowl panel cover

Check



1. A white-green label indicates that adjustments are necessary unless there is a dot on the label as shown in the following picture.

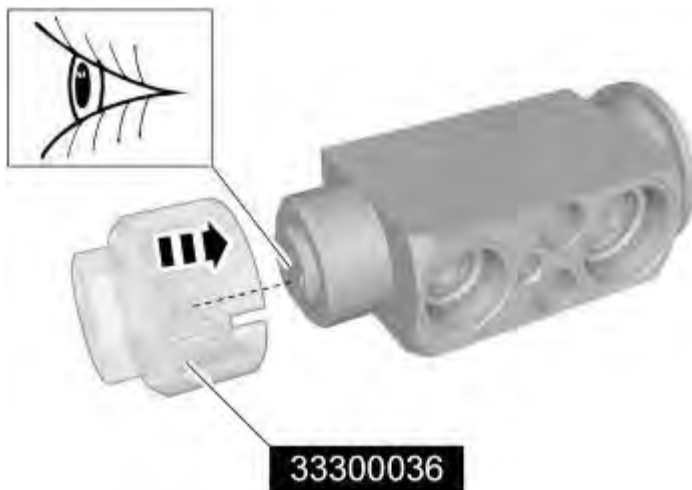
Note: Pictures show valve out of the vehicle just for clarity. It is not necessary to discharge the system or remove the valve to perform this.

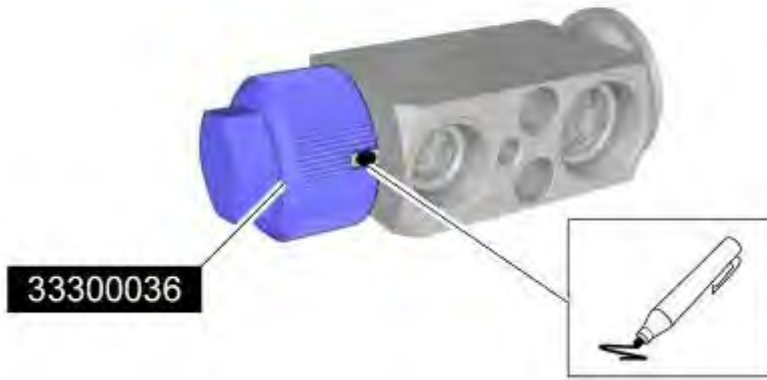


2. If there is a marking on the label, do not perform adjustment.

Adjustment

Special Tool P/N 33300036



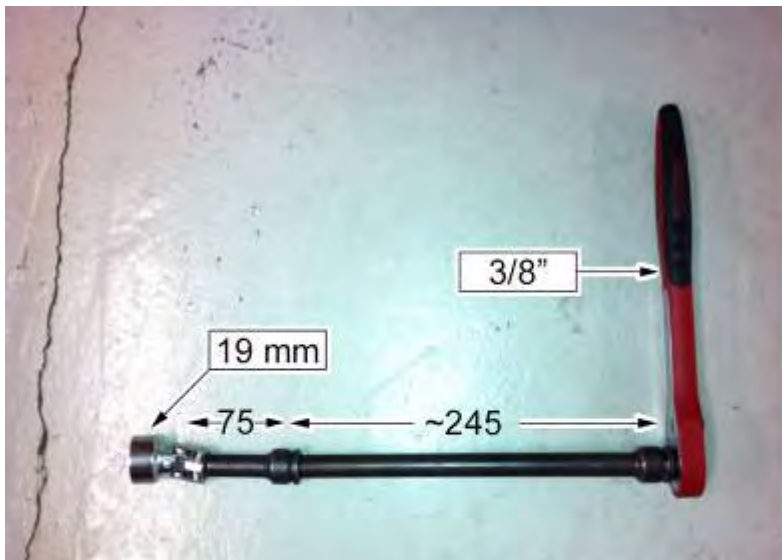


Use marker pen and place a dot within the tool opening.

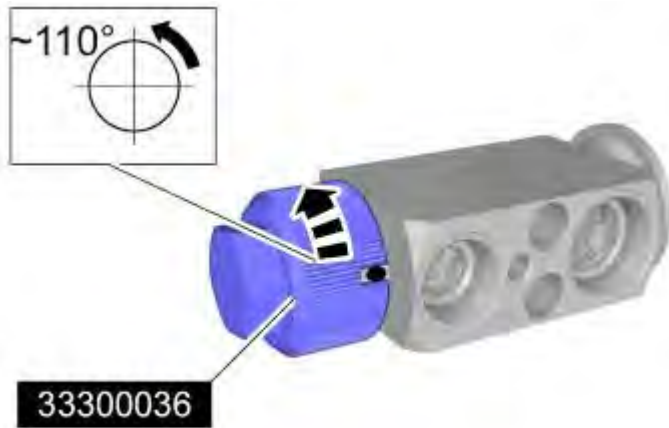
Take note of the 2 cut outs in the tool.

One side of the tool has a short cut and the other side has a long cut.

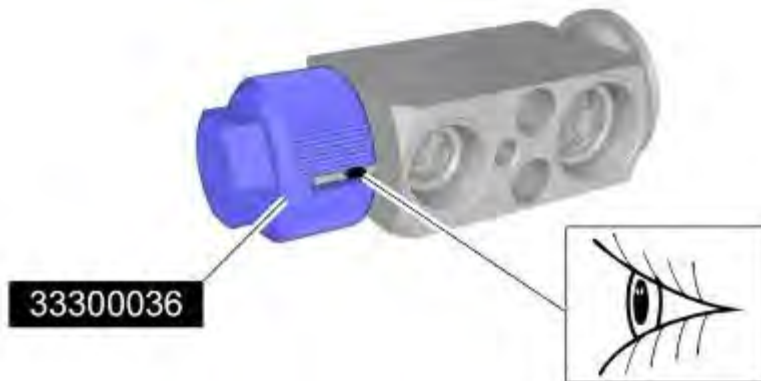
Place the mark in the short cut.



Example of the tools needed to access the adjustment tool once it is installed on the TXV valve.



Turn valve counter clockwise until the long cut in the tool lines up with the dot placed there earlier.

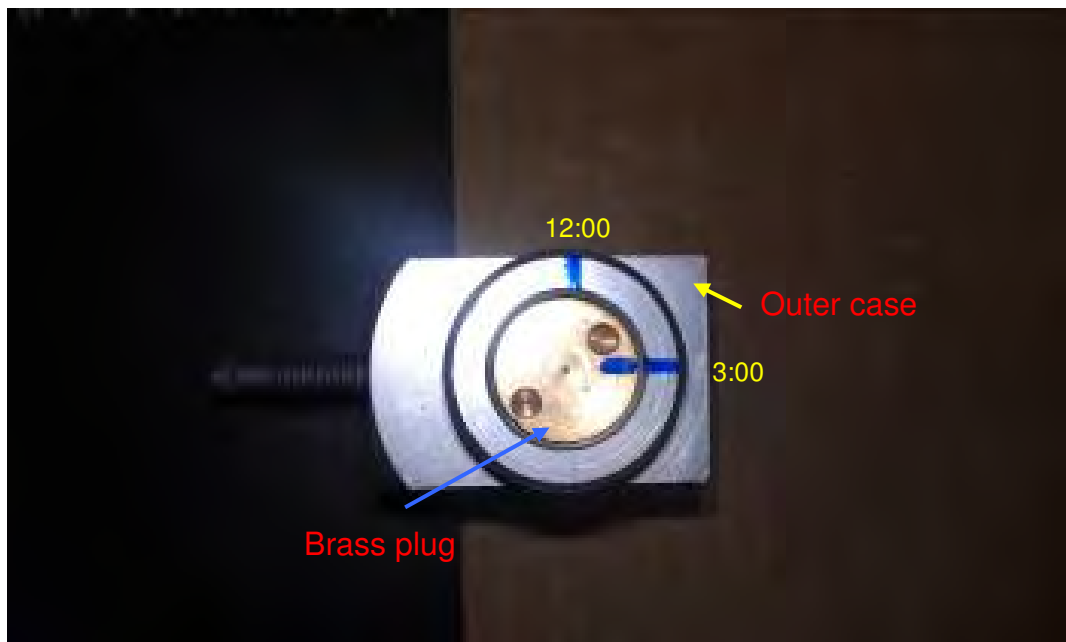


For vehicles where the component cannot be marked using the information above due to restricted sight follow procedure below:

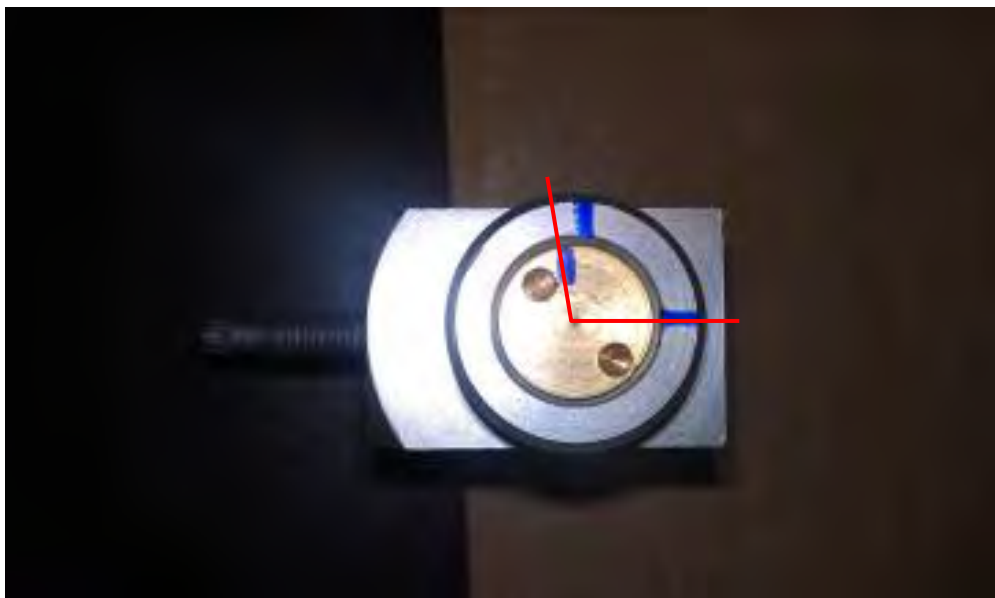


Use snap ring pliers or similar to make the adjustment.

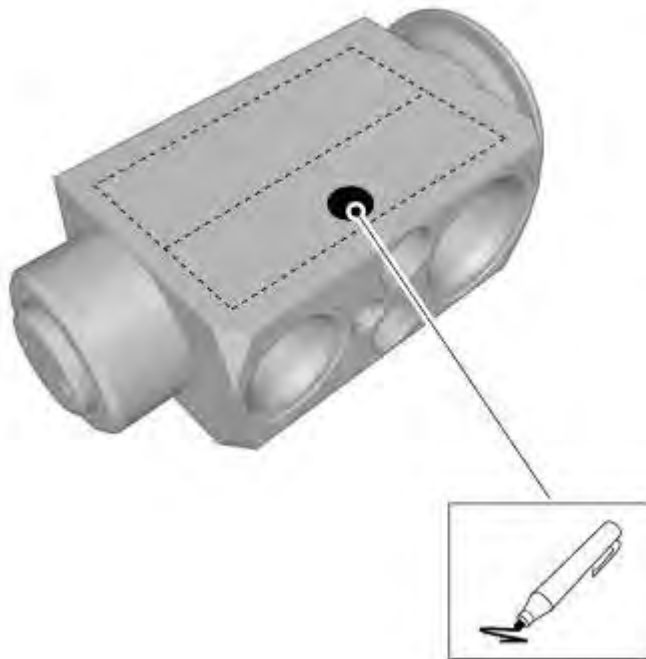
Note: Pictures show valve out of the vehicle just for clarity. It is not necessary to discharge the system or remove the valve to perform this.



Mark valve outer case at the 12:00 and 3:00 position then mark the brass plug part of the valve at the 3:00 position only.



Rotate valve back to the 11:00 position.
Be sure to go no further or severe damage to the A/C system will occur.



When completed place a dot on the sticker to indicate the valve has been adjusted.



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IMPORTANT SERVICE CAMPAIGN NOTICE

August 03, 2012

Dear Volvo Owner:

Your satisfaction with your Volvo and the Volvo organization are very important to us. We are committed to ongoing product improvements and methods; therefore we have launched Service Campaign 253.

The Reason for Service Campaign 253:

Volvo Cars of North America, LLC. on behalf of Volvo Car Corporation, has decided to launch a service campaign on certain model year 2012 S60, S80, XC60 and XC70 vehicles.

Volvo has identified that the Thermal Expansion Valve may be adjusted to an incorrect specification. This may result in a grinding or growling type noise when the air conditioning system is operating.

The corrective action is to inspect, and if necessary adjust the Thermal Expansion Valve.

What you should do:

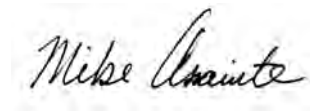
Please contact your authorized Volvo retailer for an appointment. This procedure will be completed at no cost and can take up to 1.5 hours to complete; however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.

PLEASE NOTE: This Service Campaign will be in effect until May 31, 2014 regardless of mileage. Coverage is automatically transferred to the subsequent owner.

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

Sincerely,

A handwritten signature in black ink that reads "Mike Assainte". The signature is written in a cursive style and is enclosed within a light gray rectangular border.

Mike Assainte
Manager, Customer Support