 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received 10-MAR-2021 MAY 12 2021</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 11400219</p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address [REDACTED]</p>	<p>Evening Telephone Number [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>City FORT COLLINS</p>	<p>State CO</p>	<p>Zip Code [REDACTED]</p>	
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p align="center"><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side YV1940AS3B [REDACTED]</p>		<p>Make VOLVO</p>	<p>Model S80</p>	<p>Model Year 2011</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>	<p>Incident Date(s) 01-MAR-2014</p>	
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s) 01-MAR-2014</p>	
<p align="center"><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)</p>			<p>Failure Mileage 25000</p>	<p>Failure Speed 0</p>	
<p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p align="center"><b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2011 VOLVO S80. THE CONTACT STATED WHILE DRIVING AT LOW SPEEDS, THE STABILIZATION WARNING LIGHT ILLUMINATED AND STARTED FLASHING. THE STEERING WHEEL FAILED TO MOVE AND VEHICLE LOSS POWER. THE CHARGING WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TOWED AN INDEPENDENT MECHANIC AND THE CONTACT WAS INFORMED THAT THE ALTERNATOR AND BATTERY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED HOWEVER, THE FAILURE RECURRED. THE CONTACT CALLED PEDERSEN VOLVO CARS (4455 S MASON ST, FORT COLLINS, CO 80525, (970)223-8500) HOWEVER, THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 25,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p align="right">ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p><small>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</small></p>					

April 27, 2021

National Highway Safety Admin  
1200 New Jersey Ave, SE  
Washington, D.C. 20590

Re: reference No. 11400219  
2011 Volvo S80 total power failure  
Safety Issue/Dangerous failure

Dear Sir/Madam:

I am writing to correct and clarify/ provide details that were apparently either not noted or were misunderstood in my telephone call with your agent on or about March 10, 2021.

I have given a lengthy recounting as the repeated attempts to have the problem diagnosed/addressed provide context and significant failures that should be addressed. I ask that you consider it fully.

My actual, accurate complaint and experience:

We purchased a 2011 Volvo S80 from an authorized dealer, Pederson Volvo in Ft. Collins, CO on November 1, 2014. The vehicle had approximately 20k -24k miles on the odometer and was under a 7 year warranty, with about 4 years of warranty remaining at purchase. I believe, but am uncertain whether, the vehicle was a Certified used car under the Volvo Certified program.

Shortly after we purchased the vehicle (3-6 months), we occasionally noticed that the 'Charging System Failure' warning lights would come on while we were driving, and then go off. This happened intermittently. After the 3<sup>rd</sup> or 4<sup>th</sup> such incidence, we contacted Pederson Volvo and brought the car in for them to check. We did this several times. Their response was that, 'the lights aren't on and no codes came up,' so we should, 'ignore it until and unless the lights came on for an extended period,' and there was nothing they could see or do unless we brought it in with the warning lights on.

I note that my son brought it to them first, in spring 2015 —he was using the vehicle in town for getting to school and school functions, sometimes running late into the evening. He was concerned about it, especially at night. Pederson Volvo apparently made no record of the repeated visits—they did not keep the vehicle, but sent my son—and myself on other occasions, home with it within minutes of it being brought in.

The issue recurred many times. Pederson Volvo also told me at some point that starting the engine took a lot of battery power, so stopping for errands, starting and going short distance, stopping again, starting again, having the 'low battery light' and 'Charging System Failure' warnings (with an 'Urgent' light) might be/probably was due to that. (Really?) In response to my stating that just listening to the radio after turning off the engine, the 'Low Battery' light went on in 2-3 minutes, if that. A service agent advised that that wasn't unusual in European vehicles because they were designed for minimal and efficient battery. I had never seen this in any of the other vehicles I had ever driven, but I'm not a mechanic.

Unfortunately, we trusted them.

The warning lights continued to go on and off while the vehicle was being operated. Sometimes the lights would go off within a mile, while other times they would stay on for longer, even as long as 20 minutes. We were again advised to ignore the lights, and/or to try to bring it in when they could see the warning lights on. Most times, this occurred when either the dealership was closed (weekends, evenings, e.g.) or while we were on a day trip (e.g. at a park, in the mountains, etc.). I actually did bring the vehicle in WITH THE WARNING LIGHTS ON on at least one occasion— they were on for at least 6 miles of city stop and go traffic. After looking, and seeing the warning lights, the agent (in service department) turned the vehicle off. He then plugged in their code check device, and nothing came up, again.

On January 31 or February 1, 2017, the vehicle would not start. Nothing went on, indicating the battery was dead. We jump started the car, took it to Pedersen's which advised the battery could not hold a charge. We purchased a new battery, which Pedersen installed on February 1.

We continued to have intermittent warning lights for Charging System Failure.

In May 2018, we were told by Pederson that the alternator had failed and needed to be replaced. I was surprised, the vehicle was less than 7 years old—in my experience (with many vehicles), I hadn't seen an alternator fail in less than 9 or 10 years, unless it was damaged. However, sometimes things are outside the average, so we didn't question further about that other than to indicate our surprise at its failure in such a short time.

Pederson's advised the alternator was no longer under warranty, and quoted a replacement price. It was expensive—close to \$1,800 if I recall correctly, so we spoke with, and obtained a quote from a trusted independent mechanic (Houska Automotive, Ft. Collins, CO) we have used/relied upon for many years with our older vehicles. Their price was significantly lower and they replaced the alternator for us on May 24, 2018 (@ odometer 37,401).

Thereafter, the warning lights began to come on intermittently again. We had the alternator checked—it was fine, per Houska. (July ?)

In August 2020, the warning lights came on again—only this time, it was *sudden and total failure*. I was driving into a traffic circle (round-a-bout) and the Charging System Failure lights went on, in the circle warning lights for the braking system and a stabilization system went on... and ALL POWER was lost—no power steering, no acceleration, no brakes, nothing! There were semis coming into this circle and other traffic and my car DIED. With a lot of difficulty ( and all my strength) I managed to roll out of the circle, barely. I did not have enough forward momentum to get the vehicle completely out of the traffic lane. I had no power, so no ability to put on warning flashers and my vehicle was somewhat hidden from oncoming traffic from the circle, in a travel lane on a single lane roadway.

I am attaching a diagram of the incident—showing the circle, entry point, places where lights went on, place where car 'died' (all power gone), where vehicle came to 'rest.'

I was in a very dangerous situation/position. I got out, ran down a private driveway and called for a tow—which agreed the situation was not safe. I have AAA, but wanted a tow on the way ASAP, so called AAA *after* calling for a tow from the usual AAA tow company for the area... normally not accepted, but this was worked out (towing company: Schmer's)

The tow driver tried to start the vehicle—which, to my surprise, started. However, as he was driving it onto the tow ramp, all power went out and would not restart. Nothing. He used the tow chain to get it on the flatbed tow truck, he didn't want to leave me in the spot, so he dropped me at a service station a few blocks away, for safety. He towed the Volvo to Pederson's. They determined the battery was

defective/had a bad cell and replaced it under its warranty on or about August 19, 2020. All should be good now... or so we believed.

The warning lights returned within a few weeks. We took the Volvo to Pederson, who told us the alternator had failed again. They charged up the battery, we drove to Houska (approx. 6 miles), who confirmed the test indicated the alternator was bad. They replaced it under warranty on September 1, 2020 (alternator was less than 3 years old). The replacement was made by Boesch and is the same alternator Volvo OEMs/ uses. (The odometer read 43,554)

In March 2021, the warning lights came on, on a Friday, while we were on I-25 about 10 miles north of town. We took the next available exit, turned around and called Houska (closer than Pederson's) and crossed our fingers. We drove in the far right lane, the safest possible position if more lights went on, or it died. Houska advised they would send a tow if it died, we kept contact with them the whole way. The warning lights were on when we arrived, they plugged in the code check device without turning the vehicle off and got codes. They gave me a lift home from them. (Odometer 45,414)

On Monday, Houska advised the codes were 'odd,' so they had searched Volvo for bulletins. They found a Service Bulletin from 2015, indicating the 'odd code combination' meant the alternator and battery had 'lost communication' and the fault was a (defective) Anti-tamper unit which relayed all electronic information in the engine from the various parts (?) to the other parts (?). Even though the battery was charged/charging, the alternator didn't know it.

We immediately advised Volvo. We believed this explained all the electrical issues, including the battery failure (twice) and alternator failure (twice). I explained to Pederson's that my understanding of battery/alternator dependence was that if 1 was telling or reading the other wrongly that the battery was not charged, too much electric charge would result, causing the battery to be damaged from overcharge or result in back up to the alternator, damaging it causing failure or both... which it did. The vehicle was taken to Pederson's, which kept the vehicle overnight, drove it, the lights came on, they plugged in the code check device and reported the same 'odd codes' came up. Mr. Jason Jensen (Volvo Service manager) indicated the vehicle was engine was off, but ignition to 'on' when codes read. I have no confirmation (or denial) of that with the service department technician or records.

Pedersen's (Mr. Jensen) contacted Volvo on my behalf, which denied responsibility or any 'goodwill courtesy.'

*I then contacted Volvo Cars USA directly.* I reiterated all of the above. They denied any responsibility, liability or assistance, because, 1) I was not the original owner (since when does that matter on a defect?) and 2) the vehicle was now about 10 years old, despite the fact that the complaints started while under warranty, was missed/misdiagnosed, and the Service Bulletin about this specific issue in 2015 (re-issued in 2016) which might have been while the vehicle was still under warranty. Further, they excused the misdiagnosis (by telephone) with a note that their 'mechanics are trained to look for the codes and if no codes are displayed, they don't look further.' They also said that since it had a 'non-Volvo part,' (even if they might have some responsibility), they would do nothing. Incredible.

An aside, it turns out the Volvo was under warranty when the alternator failed and should have been covered, but Pedersen's advised us otherwise at the time.

I am enclosing a copy of their response emails.

We had the repairs done—Pedersen's gave us a 15% discount ('goodwill'). All of the electrical issues are now corrected--- no lights come on at all anymore. (Still has the non-Volvo labelled Boesche alternator—which had nothing to do with the anti tamper unit failure) Miraculous, huh? Treat the real issue and it

works/solves the problem. I have lost confidence in Volvo and have traded the vehicle—with full explanation and records, for a different brand vehicle.

As I told Volvo, my experience was terrifying, the defect WAS/IS a safety issue. It was fortunate that no one hit our Volvo stuck partway in the circle or in the traffic lane just beyond the traffic circle, obscured from view by fencing/bushes and no one was injured. Imagine if I hadn't managed to force the vehicle into neutral, roll out of the circle and/or had been hit by another vehicle when just out of the circle. It was also fortunate that I was able to get a tow quickly (25 minutes). Had the vehicle been stuck/dead in a travel lane much longer, the likelihood of a collision would have been substantial—and injuries would have resulted, certainly.

While I would like Volvo to refund my incurred expenses that resulted from the defect—premature need to replace the alternator and the cost of replacing the Anti-tamper device (I wouldn't ask for the battery failure cost --at some point while this was all going on, I would have had that expense anyway as batteries are a timed life/normal maintenance item), that is not my main concern.

*My main concern is that this will happen to someone else and they will not be as fortunate as I was—and no one will know after a crash, because the 'odd' failure codes only come up while the engine is running and the warning lights are on. In fact, I suspect this failure has happened to someone else prior to my experience, at least once, that there was a collision and that the cause was never properly determined or attributed... and that someone likely suffered injury. Hopefully, no one has died.*

Many of these vehicles remain on the road and many complaints have been made—or there would not be a service bulletin. We have also now looked on the web—and the complaints are almost endless about this. Volvo asserts no need for recall because, 'it's not a safety issue.' My experience contradicts their claim--- *this is a safety issue, clear and present.* I am appalled at their refusal to acknowledge and take appropriate steps to remedy—RECALL.

Thank you for your time and consideration.

Sincerely,

[Redacted signature block]  
Ft. Collins, CO [Redacted]

- Enc: NHTSA letter/form
- Final repair Invoice, Volvo
- Emails chain between Volvo Car USA and D. Hunter
- Diagram of vehicle failure incident
- Houska Automotive diagnostic, 3/18/2021 with attached:
  - Copy of 2015 applicable Volvo Service TJ 27910, less TJ Instructions [diagram for repair pgs 2-9]

SERVICE DEPARTMENT HOURS  
 7:30 a.m. to 5:30 p.m.  
 Monday - Saturday

3/24/21	R/O Close Date	Status
3/27/21	Mileage In	Mileage Out
45415	45415	
Service Advisor / Tag #		
JASON JENSEN/6585Q		
Vehicle Identification Number		
YV1940AS3B1		
11/01/14	Delivery Date	In-Service Date
11/01/14		
Color		License Number
SILVER-CER		

Work Phone		
Home Phone		
Year	Make	Model
2011	VOLVO	S80
Body		
Color		SILVER-CER

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 32TOZ: ELECTRICAL SYSTEM PLEASE ORDER ANTI TAMPER DEVICE AND INSTALL PER TJ27910 Caused by PULLED CODES AND FOUND ECM-B108700 LIN BUS "A" AND ECM-U028600 LOST COMMUNICATION WITH RADIATOR ANTI TAMPER DEVICE. FOUND TJ 27910 WITH REPAIR INSTUCTION FOR THESE CODES. Tech: RONNY A GALVEZ (300) Installed 31321504-8 :TEMPERATURE SENSOR 1@72.64 Installed 987728-3 :CABLE TIE 1@1.89 Freight: Installed 30775482-0 :SERVICE 2.0 UPGRAD 1@.01 REPLACED ANTI TAMPER DEVICE AND CHECKED FOR ECM SOFTWARE. ECM HAS LATEST SOFTWARE. PERFORM 2.0 SOFTWARE TO CEM AND TCM. CLEARED CODES PER TJ27910. Sub Total: 233.26	155.00 72.64 1.89 3.72 .01
15% DISCOUNT	-34.43

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	155.00
PARTS	78.26
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	5.91
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-34.43
TOTAL DUE	204.74

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



X

From:

Volvo Consumer Relations Center <volvo1@mailac.custneip.com>

Sent:

Thursday, April 1, 2021 5:46 PM

To:

[Redacted]

Subject:

Continued Service Lights [ID #: 210318-001059]

Flag Status:

Flagged



**Lisa**

04/01/2021 07:45 PM

\*\*\*\*\*

Thank you for your email. Our Volvo customer's concerns are always taken seriously, this is why we had your case reviewed by management who is empowered to review vehicle's concerns and make these decisions. While we regret you may disagree with our decision, regrettably our decision remains the same in this case. We understand your experience has not met your expectation of Volvo and we do sincerely apologize.

\*\*\*\*\*

Med vanliga hälsningar!

Yours Sincerely,

Lisa

Volvo Consumer Relations Center

800-458-1552

\*\*\*\*\* [Learn More](#)

[Redacted]

Hello Lisa,

Thank you for your attention. Be assured you will likewise have no goodwill from us either. I cannot believe the way this has been handled. Despite you

'Subject Line' heading, 'Continued Service Lights,' this was much more than lights. It was total electrical failure.

The vehicle was purchased as a Certified used vehicle from Pedersen Volvo, your authorized dealer, at approximately 2 years old, under warranty with some 24,000 miles, as I advised during my first telephone call with you. It was only seen/ worked on by Volvo for several years, until well after the dealer service kept telling us to ignore the lights and could not figure out what was causing the issue.

Whether we were original purchasers should not have any bearing on a known defect or defect or failure originating during warranty or a failure of a part which should not fail which causes a safety issue. See your Service Bulletin of 2015 concerning the anti tamper item. The not marked Volvo, installed by 3<sup>rd</sup> party mechanic alternator had NOTHING to do with the failure, either before or after the alternator was replaced. Further, it IS a Volvo OEM alternator.

As noted, following many visits—for which apparently no or minimal record was made by the dealer, as the car was not left, but was looked at and released while we waited, we were advised to, and replaced, the battery at our expense (Volvo dealer). After continuing Charging System Failure warning lights, at the dealer's advice, the alternator was replaced (Bosche, Volvo part, but through 3<sup>rd</sup> party mechanics) also at our expense, only to have the Charging System Failure lights return within a short time. We were told nothing was wrong, that if we were stopping the vehicle (e.g. for an errand), then going a short distance further, stopping for another few minutes, then starting the car again, this was not unusual because starting the engine drew a lot from the battery, as long as the lights did not stay on for a long time, we should ignore it. Then we were told a battery cell was bad and the battery was replaced again

(under battery warranty, by Volvo dealer). Finally, out of nowhere, the lights all went on, power for steering was lost, the brakes weren't working either and there was no acceleration or response of any kind as I entered a traffic circle. The car just died. TERRIFYING. The dealer told us the alternator was bad, and it too was replaced again (under alternator warranty, at same 3<sup>rd</sup> party, independent mechanic under warranty). Shortly thereafter, the Charging System Failure lights went on again, this time on a highway, during normal business hours. We took it to the 3<sup>rd</sup> party mechanic, who was closer, rather than the dealer. He saw the lights and pulled the codes without stopping the engine. I am fairly certain, as stated, all of these part failures were the result of this defective anti tamper part failure.

My understanding from the Volvo dealer, to whom the vehicle was brought following the code read while the lights were on, engine running, determination that the issue was the anti tamper item, then started the engine, drove it some, the lights came on and without turning the engine off, the codes came up as they did for the 3<sup>rd</sup> party mechanic. I'm uncertain whether he relayed this to you or not—or the fact that no codes came up when the lights (Charging System Failure) were not on, no history showing those codes ever came up.

This has been a terrible experience for us, and is not good PR for you. The vehicle only has 45k miles and this was/is a defective part, which presents a safety hazard. If our complaints, which were repetitive beginning a very short time after purchase, were taken more seriously or looked into with a bit more effort by your dealer/mechanics should have and would have been diagnosed while the vehicle was still within warranty, with less than 30k miles.

This vehicle has been repaired and it will be gone soon. We are looking at other brands as replacement—those from companies which will treat us as valued customers. We feel Volvo has not treated us as such and does not stand up and acknowledge its errors. We no longer have any confidence in either this car or Volvo.

Be assured, we will not ever buy another Volvo and that our family and friends will know exactly what we experienced. Should anyone else ask us, we will share all of this information and experience with them. Volvo has traded any and all relationship and goodwill, confidence, for

some \$200.00. To me this indicates Volvo prioritizes denying responsibility for something it should take seriously and respond with acceptance of responsibility over its customers safety and interests just to save a few dollars—like penny pinching. Short term saving for long term loss. Very short sighted.

Unfortunately, it also indicates to us that Volvo really does deserve its reputation of not caring very much about its customers and not being a reliable car. Volvo says it's safe because it holds up well in accidents, but how safe is it if it CAUSES the accident? NOT. That is my opinion because it died because of a bad/defective part and could well have ended in a disastrous accident, potentially fatal... But then Volvo doesn't seem to really be concerned about that. Your Service Bulletin about this part supports my opinion.

Very sincerely,

[REDACTED]

## **Poller User Import**

04/01/2021 03:34 PM

Thank you for contacting Volvo Car USA's Consumer Relations Center.

Our team is looking into your email right now and will respond to you within 2 hours during hours of operation.

If you would prefer to speak to a Volvo representative, please call us during our regular business hours listed below. Please refer to this ID# [REDACTED] This will help us quickly locate and review your correspondence.

If your inquiry requires immediate attention, please contact our Consumer Relations Center at 1-800-458-1552

Hours of Operation:

We are here for you 24/7 365 days a year.

Drive Safely,

Volvo Car USA, LLC.

**Lisa**

03/18/2001 06:25 PM

Hello [REDACTED]

Thank you for contacting Volvo Car USA. We appreciate your inquiry. Management has reviewed your concern and advised the bulletin is simply information on how to repair this if it fails as the part was not originally available without a complete radiator, and does not indicate this was a defect. Respectfully, your vehicle has not been serviced generally with a Volvo retailer, you are not the original owner and the vehicle is 10 years old. Also, your vehicle had after-market parts installed in the charging system. With this being said, management had declined any goodwill assistance.

We apologize for any inconvenience and understand this may not be the result you had hoped for. We hope you have a good evening.

Med vänliga hälsningar!

Yours Sincerely,

Lisa

Volvo Consumer Relations Center

800-458-1552

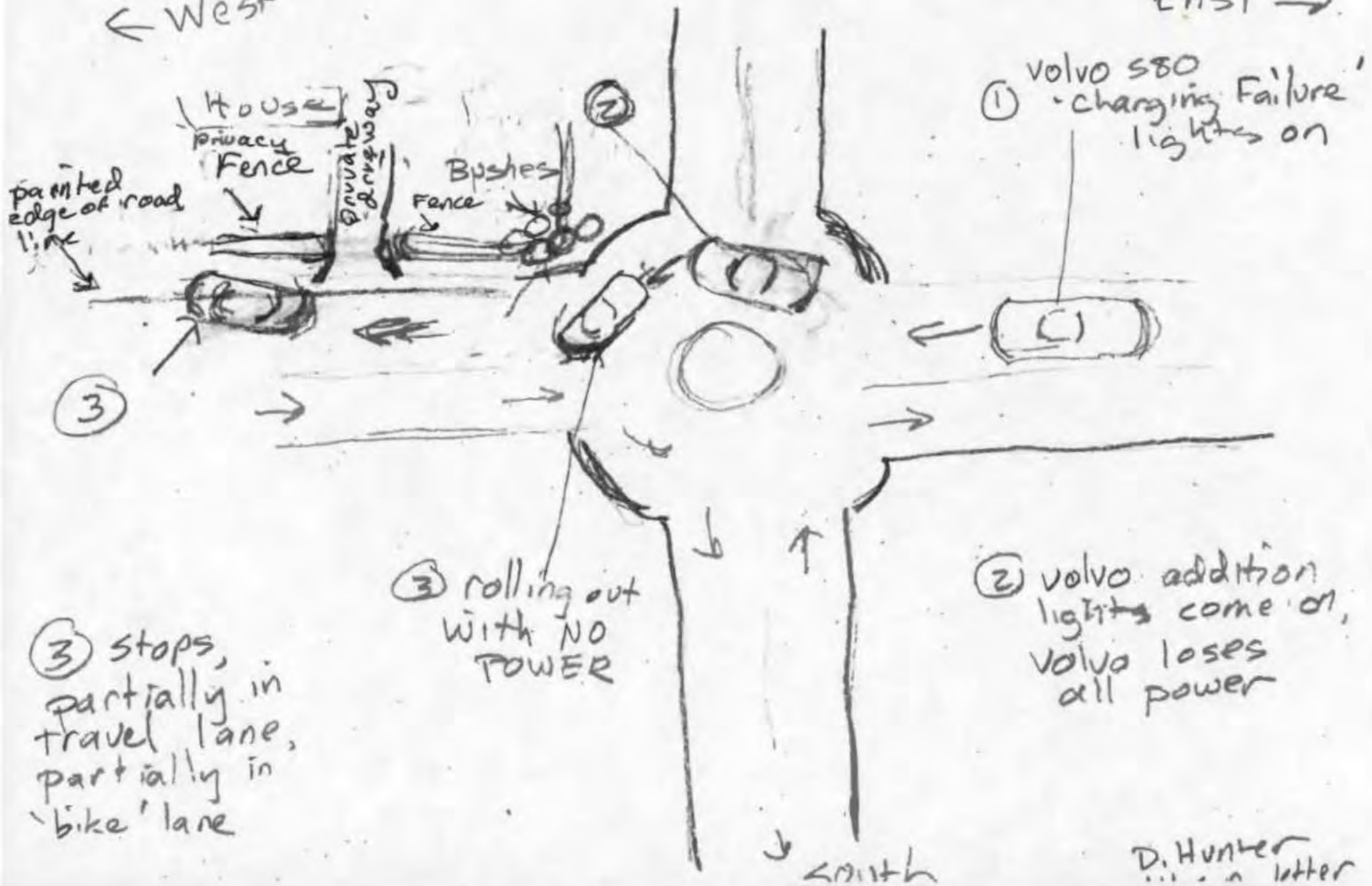
[Learn More](#)

# Diagram of Incident

North ↑

← West

EAST →



D. Hunter  
... letter



Fort Collins, CO 80524  
 Phone: 970-482-0156 ~ Fax: 970-482-0349  
 service@houskaautomotive.com  
 www.HouskaAutomotive.com

Bill To [REDACTED]  
 Fort Collins, CO [REDACTED]  
 Plate [REDACTED]  
 VIN YV1940AS3B1 [REDACTED]

Home [REDACTED]  
 Cell [REDACTED]  
 Email [REDACTED]

Description 2011 Volvo S80 3.2 L6 3.2L 3192CC VIN 94  
 Odometer 45,414 In / 0 Out

Work Order # [REDACTED]  
 Service Advisor James F  
 Technician Forest L

**Service**

**Diagnose Starting & Charging System**

**Customer States:** Starting fault message is on the dash. check and advise

Had the charge light on. Pulled the car in and performed and AVR test. Battery, Starter, and Alternator all passed. Hooked vehicle up to diagnostic scan tool and pulled trouble codes. vehicle has codes U028600 and B108700. Looked up TSBs and found TSB Ref. number TJ27910 which states that if those two codes are present to replace the anti tamper device, reflash the computer, and retest. Recommend replacement of Anti Tamper device and reflashing of the vehicle computer.

Labor \$0.00 \*  
 Covered under warranty

**Sub**      **\$0.00**

Total Parts	\$0.00
Total Labor	<u>\$0.00</u>
Total Before Taxes & Miscellaneous Charges	<u>\$0.00</u>

**Grand Total** **\$0.00**

I hereby authorize the repair work to be done along with necessary parts/materials and hereby grant you and/or employees permission to operate the vehicle herein described for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I understand facility is not responsible for delay or consequences due to parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. Standard warranty is 3 years or 36,000 miles. Exceptions may apply, ask your advisor for details.

**Customer Signature:** \_\_\_\_\_

Volvo 2011 S80 (07-)

VIN: YV1940AS3B [REDACTED]

Diagnostics time: 2021/03/09 15:12

Mileage:

Path: Diagnosis > Auto scan > Read codes >

## Trouble codes list (2)

1. U028600 Lost communication with radiator anti-tamper device, General fault information, No sub-type information
2. B108700 LIN bus 'A', General fault information, No sub-type information



# Technical Journal

TITLE:

Anti-Tamper device, communication lost

REF NO: [REDACTED]	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Cars North America		ISSUE DATE: 2015-12-17	STATUS DATE: 2015-12-23
FUNC GROUP: 2610	FUNC DESC: Radiator and connections	Page 1 of 12	

“Right first time in Time”

## Attachment

File Name	File Size
Attachment [REDACTED]	2.3978 MB

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124	94	B6324S4					2011-2013		-	201020-201235
124	96	B6324S2					2010-2010		-	200920-201019
135	96	B6324S2					2010-2010		-	200920-201019
136	94	B6324S4					2011-2013		-	201020-201235
136	96	B6324S2					2010-2010		-	200920-201019
156	94	B6324S4					2011-2013		-	201019-201235
156	96	B6324S2					2010-2010		-	200920-201019

## CSC Customer Symptom Codes

Code	Description
DI	Warning lights and chimes/Malfunction Indicator Light ("Check engine" light) indication/no indication
HA	Warning lights and chimes/Generator warning indication/no indication



## VST Operation Number

VST Operation Number	Description
	Radiator anti tamper device
	Software download
	Read/delete known DTC

## DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
ECM		Permanent
ECM		Permanent
ECM		Permanent

Rows beginning with \* are modified

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

### Text

### ECM = Engine Control Module

NOTE!

THIS DOCUMENT SUPERSEDES THE PREVIOUS TECHNICAL JOURNAL \*27910\* DATED 02/19/2015.

CSC (HA) added. PLEASE UPDATE YOUR FILES.

\* CSC (HA) added

### DESCRIPTION:

The anti-tamper device on the radiator may lose communication with the ECM. In those cases the check engine light (MIL, malfunction indication lamp) may show up.

### PRODUCT MODIFICATION:

An improved anti-tamper device is introduced from 2012w35 in production.

### VEHICLE REPORT:

You, please submit a Vehicle Report if the service solution described in this TJ has no effect or if the vehicle is outside the chassis number range. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 2610.



**SERVICE:**

If ECM-U028600 and/or ECM-P256702 are set with no history of ECM-B108700, then perform an ECM upgrade. The MIL will not be illuminated due to ECM-U028600.

If ECM-B108700 is set in combination with ECM-U028600 and/or ECM-P256702, then replace the anti tamper device. See attachment

If ECM-B108700 is set by itself when the vehicle comes in, then perform LIN and charging system diagnostics and remedy as necessary.

**VOLVO STANDARD TIMES (VST) OPERATION NUMBER:**

Operation Number 36001-2 Read/delete known DTC

Operation Number 36002-3 Software download

Operation number 98546-2 radiator anti Tamper device

To view TJ attachment continue to next page. This TJ has one attachment.



# Volvo Car Customer Service

TJ Instruction [REDACTED]

Title	Radiator anti tamper device	Page	1 (9)
Action	Replacement	Operation number:	[REDACTED]

Issue	Date	Reason
1	2014-12	First issue

### Affected vehicles

Model year	Model	Engine	Partner group
2010, 2011, 2012, 2013	S80 (07-)	B6324S2, S4	America
2010	V70 (08-)	B6324S2	America
2010, 2011, 2012, 2013	XC90	B6324S2, S4	America
2010, 2011, 2012, 2013	XC70 (08-)	B6324S2, S4	America

### Materials

Materials	Qty.	Part No.	Notes
Power steering fluid	0.3	30741424	
Rapid bonding adhesive-allround	0.1	1161624	consumables;
Sensor	1.0	31321504	
Cable tie	1.0	987728	

### Equipment

Designation	Part No.
Pipe wrench	