



**Volvo Cars of North America, LLC.**

1 Volvo Drive  
P.O. Box 914  
Rockleigh, NJ 07647  
201-768-7300  
[www.volvocars.com](http://www.volvocars.com)

March 31, 2011

Mr. Daniel C. Smith  
Senior Associate Administrator, Vehicle Safety  
National Highway Traffic Safety Administration  
1200 New Jersey Ave.  
SE/W45-231  
Washington, D.C. 20590

Dear Mr. Smith

**Submission of TREAD report form per 49 CFR, Part 579, subpart B**

**Subject: R39202 Phone Module Software**

This is to inform you that Volvo Car Corporation and/or its various subsidiaries and affiliates have decided to conduct one Field Service Action (Ref. R39202) in a foreign country. Details of this field action are included in the attached report form.

If you have any further questions, please contact me at 201-768-7300 ext. 7908

**Attachments:**

1. Report of field action

Sincerely,

A handwritten signature in blue ink, appearing to read "Adam Kopstein".

Adam Kopstein,  
Volvo Cars of North America, LLC.  
Automotive Safety and Compliance  
Mgr. Product Safety & Compliance  
1 Volvo Drive, Building B  
Rockleigh, NJ 07647

**MANUFACTURER:**

Volvo Car Corporation  
Product Compliance Office,  
Dept. 58500  
HAKVS  
S-405 31 Gothenburg,  
Sweden

*Designated Agent*

Volvo Cars of North America, LLC  
PO Box 914  
1 Volvo Drive  
Rockleigh, NJ 07647

**PRODUCT IDENTIFICATION:**

The following model year 2011 XC90 Volvo vehicles equipped with On Call functionality are included in this recall.

<b>Model</b>	<b>Model Year</b>	<b>Production Date Range</b>
XC90	2011	2010-09-20 / 2010-09-28

**NUMBER OF VEHICLES POTENTIALLY AFFECTED:**

59

**DESCRIPTION OF DEFECT:**

The affected vehicles will not have the automatic call up functionality to a rescue center when the SRS systems have been activated, nor will the Volvo On Call button work. Since this is marketed as a safety feature, the customer would expect its functionality. The SOS button function is unaffected and available to the vehicle occupants.

**COUNTRY(S) WHERE CONDUCTED:**

**Austria**  
**Switzerland**  
**Germany**  
**Spain**  
**United Kingdom**  
**Italy**  
**Norway**  
**Sweden**

**TYPE OF CAMPAIGN:**

Safety Recall

**DECISION MADE BY:**

Volvo

**DESCRIPTION OF THE REMEDY PROGRAM:**

Volvo will conduct a recall campaign and download new software for the phone module.

**KEY DATES:**

The decision to recall was made on March 24, 2011.

The recall will commence with notification to dealers on or about March 25, 2011.

**IDENTITY OF SUBSTANTIALLY SIMILAR VEHICLES SOLD IN THE U.S.:**

The recalled model and model year vehicles listed above are all substantially similar to the same make and model vehicles sold in the United States. However, Volvo did not certify for sale nor sell in the United States or its Territories any vehicles equipped with Volvo On Call functionality in the phone module. Accordingly, none of the vehicles sold in the United States or its Territories are subject to the recall.