



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 14, 2007

MR. ADAM KOPSTEIN  
MANAGER, AUTOMOTIVE SAFETY  
& COMPLIANCE  
VOLVO CARS OF NORTH AMERICA, LLC  
1 VOLVO DRIVE  
ROCKLEIGH, NJ 07647

NVS-215paw  
07V-563

Subject: ECM SOFTWARE UPGRADE

Dear MR. KOPSTEIN:

This letter serves to acknowledge Volvo Cars of North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below, for which a safety recall campaign shall be conducted pursuant to 49 U.S.C. § 30119.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
VOLVO/XC90/2007-2008

**NHTSA Campaign Number:** 07V-563

**Mfg's Report Date:** December 5, 2007

**Components:** VISIBILITY: DEFROSTER/DEFOGGER SYSTEM

**Potential Number of Units Affected:** 37,000

**Summary:**

ON CERTAIN SPORT UTILITY VEHICLES, UNDER CERTAIN CONDITIONS, THE CLIMATE CONTROL MODULE (CCM) MAY RECEIVE A 'SHUT-DOWN SIGNAL' FROM THE ENGINE CONTROL MODULE (ECM) AFTER IGNITION KEY INSERTION. IF THIS CONDITION OCCURS, THE CLIMATE CONTROL FUNCTIONS WILL NOT BE AVAILABLE (INCLUDING THE DEFROSTER) DURING THAT DRIVING CYCLE.

**Consequence:**

INOPERATIVE DEFROSTERS UNDER INCLEMENT WEATHER CONDITIONS COULD CAUSE IMPAIRED VISIBILITY WHICH HAS THE POTENTIAL TO RESULT IN PERSONAL INJURY AND/OR VEHICLE AND PROPERTY DAMAGE.

**Remedy:**

THE ECM SOFTWARE WILL BE UPGRADED. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE FOR THIS CAMPAIGN. OWNERS MAY CONTACT VOLVO AT 1-800-458-1552.

**Notes:**

VOLVO RECALL NO. 185. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6 except for the following items:

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners as soon as it becomes available.

Please provide us with where your supplier, Denso, is located.

Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at [Patricia.wallace@dot.gov](mailto:Patricia.wallace@dot.gov), [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Person". The signature is fluid and cursive, with a large initial "G" and "P".

George H. Person  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement