



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 3, 2009

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

NVS-215dgl
09V-343

Subject: CENTRAL ELECTRONIC MODULE SOFTWARE

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 Federal law.

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/S80/2008-2010
VOLVO/XC60/2009-2010
VOLVO/XC60/2010
VOLVO/XC70/2009-2010

NHTSA Campaign Number: 09V-343

Mfg's Report Date: September 2, 2008

Components: ELECTRICAL SYSTEM: SOFTWARE

Potential Number of Units Affected: 11,993

Summary:

VOLVO IS RECALLING MY 2008-2010 S80, MODEL YEAR 2009-2010 XC70 AND XC60 VEHICLES. UNDER CERTAIN CONDITIONS THE SOFTWARE WITHIN THE CENTRAL ELECTRONIC MODULE (CEM) MAY NOT SEND A SIGNAL TO THE FUEL PUMP ELECTRONIC MODULE (PEM). THIS MISSING SIGNAL TO THE PEM INHIBITS THE START OF THE FUEL PUMP. THE DRIVER MAY BE ABLE TO START THE ENGINE IN SPITE OF THE FUEL PUMP NOT BEING ACTIVATED DUE TO RESIDUAL PRESSURE IN THE FUEL SYSTEM. IN SOME CASES, THE DRIVER MAY BE ABLE TO DRIVE THE VEHICLE A SHORT DISTANCE AT IDLE BUT THEN THE ENGINE MAY STALL.

Consequence:

IF THE VEHICLE STALLS IN CERTAIN CONDITIONS, A CRASH COULD OCCUR.

Remedy:

DEALERS WILL DOWNLOAD SOFTWARE TO THE VEHICLES' CEM FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON OR BEFORE SEPTEMBER 31, 2009. VEHICLES IN DEALERS' INVENTORY WILL BE REPAIRED PRIOR TO DELIVERY. OWNERS MAY CONTACT VOLVO AT 1-800-458-1552.

Notes:

VOLVO RECALL NO. R215. 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.

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

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to be 'G. Person', with a long horizontal flourish extending to the right.

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