



**Volvo Cars of North America, LLC**

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

**Adam Kopstein, Manager**  
Automotive Safety & Compliance

September 03, 2009

Daniel Smith, Associate Administrator Enforcement  
National Highway Traffic Safety Administration (NSA-01)  
1200 New Jersey Avenue, SE,  
West Building, Fourth Floor Washington, DC 20590.

Re: DEFECT INFORMATION REPORT

Dear Mr. Smith,

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Volvo Cars of North America, LLC (Volvo) submits the following information concerning a safety recall program that it is voluntarily initiating.

- |                          |                             |
|--------------------------|-----------------------------|
| 1. Vehicle Manufacturer. | Designated Agent            |
| Volvo Car Corporation    | Volvo Cars of North America |
| Gothenburg, Sweden       | Rockleigh, N.J. 07647       |

2. Identification of Vehicles involved

The vehicles involved in this Recall are certain model year 2008 - 2010 S80T6, 2009 – 2010 XC70T6 and 2010 XC60T6 vehicles. The assembly plants and inclusive dates of manufacture are listed in the chart below; please note that the vehicle chassis numbers reflect global production and not only vehicles available for sale in the United States or its territories.

MODEL	MODEL YEARS	PRODUCTION DATES	CHASSIS RANGE
S80	2008-2010	2007-03-22 / 2009-07-09	0048002 / 0116010
XC70	2009-2010	2007-11-05 / 2009-07-09	0047501 / 0076411
XC60	2010	2008-07-01 / 2009-08-11	0000214 / 0062308

3. Number of Vehicles Potentially Affected.

The number of vehicles potentially affected by this recall in the U.S. is 11,993.

4. Estimated percentage of Vehicles with the Defect.

Unknown, this recall remedy will be implemented on 100% of the recalled vehicles.

5. Description of the Defect.

Volvo has found that 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.

The corrective action will be a software upgrade of the Central Electronic Module (CEM).

**Root cause:** The fuel Pump Electronic Module (PEM) may in certain conditions not "wake up" as intended, this in turn inhibits the start of the fuel pump.

**Symptom/driver experience:** 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 has reported being able to drive the vehicle a short distance at idle.

**The supplier contact information: Volvo Cars of North America, LLC.**

6. Chronology of Events.

Listed below are the investigation details available as of 09/02/09. Additional information will be sent in an updated Defect Information Report shortly.

- June 22, 2009
  - i. Condition considered potentially critical by Volvo Car Corporation Critical Concern Group
  
- August 27, 2009
  - i. Field action decision by Volvo Car Corporation Field Action Board

7. Program for Remedy of Defect.

All involved vehicles will be subject to the recall. Vehicle owners will receive a letter via first class mail. The letter will request that the owner of the vehicle take their vehicle to an authorized Volvo retailer for remedy at no charge. For vehicles remaining in retailer or Volvo inventory, the recall will be performed prior to sale.

The remedy is to update the software in the CEM.

8. Copies of Notices, Bulletins, etc.

Volvo issued notification to all U.S. and Canadian retailers informing them of this recall. In this notification, retailers will be instructed to perform the recall on the 926 vehicles in dealer inventory prior to sale.

9. Proposed Owner Notification Letter.

A draft copy of Volvo's Owner notification letter is being created and will be submitted to the agency shortly.

10. The Manufacturer's Campaign Number.

Volvo has assigned Volvo Recall Campaign Number R215 to this Recall Campaign.

If you have any questions regarding this report please contact me at (201) 768-7300 ext. 7908, email [akopstei@volvocars.com](mailto:akopstei@volvocars.com)

Sincerely yours,

VOLVO CARS OF NORTH AMERICA, LLC.  
Customer Service

A handwritten signature in blue ink that reads "A. Kopstein". The signature is fluid and cursive, with a long horizontal stroke at the end.

Adam Kopstein  
Manager, Automotive Safety & Compliance