



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 15, 2012

MR. ADAM KOPSTEIN
MANAGER AUTOMOTIVE SAFETY AND COMPLIANCE
VOLVO CARS OF NORTH AMERICA, LLC
1 VOLVO DRIVE
P.O. BOX 914
ROCKLEIGH, NJ 07647

NVS-215et
12V-101

SUBJECT: EXCESSIVE UNDERBODY COATING

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 recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

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/S60/2012
VOLVO/XC60/2012

NHTSA Campaign Number: 12V-101

Mfg's Report Date: March 13, 2012

Components: STRUCTURE: BODY

Potential Number of Units Affected: 2,742

Summary:

VOLVO IS RECALLING CERTAIN MODEL YEAR 2012 S60 AND XC60 PASSENGER VEHICLES. AN INCORRECT MIXTURE OF UNDERBODY COATING AND OVER-APPLICATION CAN RESULT IN RIGID, ICICLE-LIKE AREAS HANGING FROM VEHICLE'S UNDERCARRIAGE.

Consequence:

IF THIS CONDITION EXISTS, THE UNDERBODY COATING MAY PENETRATE THE FUELS LINES AND CAUSE FUEL LEAKAGE, INCREASING THE RISK OF A FIRE.

Remedy:

DEALERS WILL INSPECT THE VEHICLE UNDERCARRIAGE, AND IF EXCESSIVE UNDERBODY COATING IS FOUND IN THE FUEL LINE AREA, IT WILL BE REMOVED. IF THE INSPECTION REVEALS THAT THE FUEL LINES ARE DAMAGED, THEY WILL BE REPLACED. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE APRIL 13, 2012. OWNERS MAY CONTACT VOLVO CUSTOMER CARE CENTER AT 1-800-458-1552.

Notes:

VOLVO SAFETY RECALL NO. R251. CUSTOMERS MAY 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).

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. 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 Edison Thompson who may be reached by phone at 202-366-9525, or by email at Edison.Thompson@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 read "J. Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement