



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 12, 2012

MR. ADAM KOPSTEIN
MANAGER, PRODUCT SAFETY &
COMPLIANCE OFFICE
VOLVO CARS NORTH AMERICA
1 VOLVO DRIVE
PO BOX 914
ROCKLEIGH, NJ 07647

NVS-215et
12V-317

SUBJECT: TRANSMISSION CONTROL MODULE SOFTWARE

DEAR MR. KOPSTEIN:

This letter serves to acknowledge Volvo Car'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/S80/2011-2013

NHTSA Campaign Number: 12V-317

Mfr's Report Date: July 5, 2012

Components: POWER TRAIN: AUTOMATIC TRANSMISSION: CONTROL MODULE

Potential Number of Units Affected: 1,469

Summary:

VOLVO IS RECALLING CERTAIN MODEL YEAR 2011-2013 S80 VEHICLES. A SOFTWARE ERROR MAY PREVENT THE TRANSMISSION FROM DOWNSHIFTING SUCH AS SHIFTING FROM FIFTH TO FOURTH GEAR WHEN COASTING.

Consequence:

THIS MAY RESULT IN DECREASED ENGINE RPMS AND POSSIBLE ENGINE STALL, INCREASING THE RISK OF A CRASH.

Remedy:

VOLVO WILL NOTIFY OWNERS, AND DEALERS WILL UPGRADE THE SOFTWARE TO THE TRANSMISSION CONTROL MODULE, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON, OR ABOUT, JULY 19, 2012. OWNERS MAY CONTACT VOLVO CARS AT 1-800-458-1552.

Notes:

THE VOLVO RECALL CAMPAIGN NUMBER IS 255. 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:

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 Edison Thompson who may be reached by phone at 1-202-366-9525, 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 "Jed for" followed by a stylized signature.

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