



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
Phone: 201-768-7300
www.volvocars.us

August 5, 2009

Jennifer Timian
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, DC 20590

Re: Request for Additional Information – Safety Recall 09V - 218

Dear Ms. Timian

This responds to your letter request for more information concerning Volvo's Safety recall 09V-218 (Volvo Recall 214) dated July 15, 2009.

The information below contains the additional data you requested; in addition we have included an amended 573 defect information report.

Volvo has found that the Engine Cooling Fan Software 'defect' requires a very specific sequence of events to occur to enter the failure mode. This specific sequence of events made it very difficult at first to reproduce the fault. The first faults appeared in vehicles equipped with diesel engines that are not sold in the U.S.

Root cause,

The fault mode can be entered / noted if the input demand from Engine Control Module is stopped and then restarted. This can happen during shutdown of the car (when customer removes ignition key). Once the customer has turned the ignition key to the off position, the ECM remains active for up to 2 minutes.

In some cases, when the engine is turned off and restarted, or ignition key removed and inserted within 2 minutes and 13 seconds, there is a risk that the fan control module can enter fault mode. Depending on driving conditions and engine load, this fault mode will lead to reduced air conditioning performance and an inoperative cooling fan with the possibility of an overheated engine.

The driver will be systematically informed by warning light illumination followed by a corresponding message which appears on the information display. However, depending on the driving conditions and in a worse case scenario, the driver may not have sufficient time to react to the warning lights or the text message in the instrument panel.

Chronology of Events

- a. May 02, 2008
 - i. Receipt of first warranty claim in the U.S. A total of 287 U.S. warranty claims from 05/02/08 – 06/04/09.
 - ii. Receipt of first Tech Hotline (dealer field report) case.
- b. May 19, 2008
 - i. Receipt of first (non-dealer) technical report in the U.S.,. A total of 69 field Technical reports and Tech Hotline cases from 05/02/08 – 06/04/09.
- c. June 10, 2008
 - i. Volvo Car Corporation (VCC) in Sweden receives the first "Field Report". This 'Field Report' was for a non – U.S. vehicle.
- d. October 20, 2008 (W843)
 - i. New material was implemented in factories. A software programming error was identified in the Fan Control Module (FCM). Due to conflicting field reports and difficulty in identifying correct sequence necessary to reproduce the problem factory changes took longer then expected. This was further compounded by the fact that the FCM software upgrade needed to be done directly at the sub-supplier.
- e. December 01, 2008
 - i. This issue reached a level where it was identified as a potential safety defect. However, the actual number of cases and the symptoms stated by customers cast an incomplete picture. This issue was brought into the field service actions process at VCC.
- f. March 02, 2009
 - i. Preparations begin at VCC for a field action on this issue. Work begins with the supplier to ensure adequate supply of fan control modules to support a field action.
- g. April 30, 2009
 - i. First customer call to the Volvo Customer Care department in the U.S. on this issue. This is the only customer call logged for these vehicles for this issue.
- h. June 05, 2009
 - i. Field Service Action released by VCC worldwide.
- i. June 08, 2009
 - i. Notification of a voluntary recall sent to NHTSA and recall information released to U.S. Volvo retailers.

Chronology of Events (continued)

- j. July 13, 2009
 - i. Customer notification mailing completed.

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

Sincerely yours,

VOLVO CARS OF NORTH AMERICA, LLC.
Customer Service

A handwritten signature in black ink, appearing to read "Adam Kopstein", with a long horizontal flourish extending to the right.

Adam Kopstein
Manager, Product Safety & Compliance