



Adam Kopstein, Manager
Automotive Safety & Compliance

10V-566
(2 Pages)

November 05, 2010

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 |

Volvo Cars of North America, LLC purchased the subject accessory Garmin nüvi® 760 portable automotive GPS units from the manufacturer Garmin.

2. Identification of Vehicles involved.
nüvi® 760 portable automotive GPS units Volvo Part #s 31260658 & 31285203.
3. Number of Vehicles Potentially Affected.
Volvo has purchased 7,064 Garmin nüvi® 760 GPS units in the U.S. and Canada. Garmin has identified 1,085 that may be affected in the U.S. and Canada. Volvo has identified 416 vehicle identification numbers in the U.S. that have had a nüvi® 760 GPS unit installed prior to retail sale.
4. Estimated percentage of Vehicles with the Defect.
The percentage of potentially affected Garmin nüvi® 760 is extremely low according to the Defect Information Report (NHTSA Recall# 10E-039) submitted by Garmin.
5. Description of the Defect.
Please refer to the Defect Information Report submitted by Garmin for NHTSA Recall# 10E-039.
6. Chronology of Events.
Listed below are the investigation details available as of 11/04/10.
 - 08/17/10
Garmin submits a Defect Information Report concerning certain Garmin Portable GPS units, including the nüvi® 760 units sold by Volvo.

- 08/26/10
Garmin notifies Volvo of the recall and Volvo begins an internal investigation of this issue.
- 09/20/10
Item enters Volvo Critical Concern Action process.
- 10/25/10
Field Action decision by VCC Field Action Board (FAB)

Volvo has received one warranty claim on 06/22/10 that may be related to this issue. Volvo has not received any technical reports.

7. Program for Remedy of Defect.

All involved vehicles will be subject to the recall. Vehicle owners that have been confirmed by Volvo to have had a Garmin nüvi® 760 eligible for the recall and installed at a Volvo retailer or Volvo Port facility, will receive a letter via first class mail. The letter will request that the owner of the vehicle visit the Garmin website, and follow the website instructions for identification of recall eligibility and repair if necessary. For vehicles remaining in retailer inventory or Volvo inventory, the recall will be performed prior to sale.

Volvo plans to release a recall information package to Volvo retailers by November 4th. Owner notification letters are targeted to mail by November 19th. Volvo will also display the Volvo Press Release concerning this Garmin recall on the Volvo website. Volvo will also request that Volvo retailers display a recall notification at the retailer's service and parts counters.

8. Copies of Notices, Bulletins, etc.

The complete Recall 231 retailer package will be sent to RMD when it is ready for release to Volvo retailers this week.

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 R231 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

Sincerely yours,

VOLVO CARS OF NORTH AMERICA, LLC.
Customer Service



Adam Kopstein
Manager, Automotive Safety & Compliance