



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 3, 2011

MR. ADAM KOPSTEIN  
MANAGER, AUTOMOTIVE SAFETY & COMPLIANCE  
VOLVO CARS OF NORTH AMERICA, LLC  
1 VOLVO DRIVE  
ROCKLEIGH, NJ 07647

NVS-215kjs  
11V-303

**SUBJECT: FUEL PUMP SOFTWARE/POSSIBLE ENGINE STALL**

**DEAR MR. KOPSTEIN:**

This letter serves to acknowledge Volvo Cars Of North America, LLC's (Volvo) notification to the National Highway Traffic Safety Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will be conducted pursuant to Federal law.

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

**NHTSA Campaign Number:** 11V-303      **Mfg's Report Date:** May 26, 2011

**Components:** FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

**Potential Number of Units Affected:** 7,558

**Summary:**

VOLVO IS RECALLING CERTAIN MODEL YEAR 2012 S60 PASSENGER CARS MANUFACTURED FROM NOVEMBER 18, 2010, THROUGH MAY 5, 2011. THE SOFTWARE FOR THE FUEL PUMP UNITS MAY NOT BE COMPATIBLE WITH ALL FUEL PUMPS AND COMPONENTS RESULTING IN INSUFFICIENT FUEL TRANSFER IN THE PUMP UNIT.

**Consequence:**

UNDER CERTAIN DRIVING CONDITIONS, THERE MAY BE ENGINE HESITATION AND POSSIBLE ENGINE STALL EVEN THOUGH THE FUEL GAUGE INDICATES UP TO 1/4 OF FUEL LEFT IN THE TANK. THIS CONDITION INCREASES THE RISK OF A VEHICLE CRASH.

**Remedy:**

VOLVO WILL NOTIFY OWNERS AND DEALERS WILL UPGRADE THE ENGINE CONTROL MODULE SOFTWARE, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT JUNE 17, 2011. OWNERS MAY CONTACT VOLVO AT 1-201-768-7300.

**Notes:**

VOLVO'S RECALL CAMPAIGN NUMBER IS R243. 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).

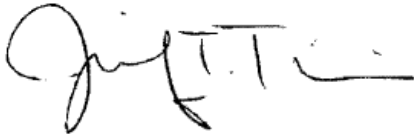
Please provide the following additional information and be reminded of the following requirements:

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. 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 Kelly Schuler, who may be reached by phone at 202-366-5227, by email at [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer 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