



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: TQ 10-007
Prompted by: Recall 10V-489
Date Opened: 12/30/2010
Investigator: Alexander Ansley **Reviewer:** Jennifer Timian
Approver: Richard Boyd
Subject: Timeliness of Defect Decision

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: VOLVO CARS OF N.A. LLC.
Products: 2010 XC60, XC70, V70, S80, 2011 S60
Population: 34,701 (Estimated)
Problem Description: Improper and/or non-deployment of driver's air bag.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	0	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Other*:	0	TBD	TBD

*Description of Other:

ACTION / SUMMARY INFORMATION

Action: Open Timeliness query (TQ)

Summary:

On October 13, 2010, Volvo North America, LLC (Volvo) filed a Defect Information Report involving approximately 9,746 model year 2010 S80, V70, XC70 and 2011 S80, XC60, and XC70 vehicles in which there may be an intermittent fault in the driver's air bag clockspring connector. Consequently, in the event of a vehicle crash necessitating deployment of the driver's side air bag, the air bag may not deploy correctly, or at all, reducing the intended protection to the driver and increasing the risk of injury. RMD assigned identification number 10V-489 to the safety recall.

Volvo's chronology of events precipitating its defect decision indicates that on May 31, 2010, the condition was considered as potentially critical by VCC Critical Concern Group (CCRG), and that on October 7, 2010, the VCC Field Action Board (FAB) made a field action decision.

Independent of Volvo's defect report, the agency learned that Volvo received several field reports of air bag warning light activation due to an intermittent connection at the driver's air bag clockspring beginning in 2009. It learned that Volvo had issued Technical Service Bulletin (TSB) TJ22855 in May of 2010 to address this problem, and that an updated version of this TSB was issued on August 9, 2010. In the May 2010 TSB, Volvo had advised its dealers and other service providers to add a cut piece of tape to the clockspring connector. In the August 2010 TSB, Volvo instructed dealers to replace the original clockspring with a new clockspring that had been introduced into production and this new clockspring was the "final solution" for both production and service. This TSB identified the tape repair as the service temporary solution and a cut metal shim as the temporary production solution and indicated that both of these solutions may have been incorrectly performed at either the service or production level.

The purpose of this TQ is to evaluate the timing of Volvo's defect decision-making and reporting of the safety defect to

NHTSA. Accordingly, timeliness query (TQ) 10-007 is opened.