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From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
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NHTSA - Additional Attachment for Complaint 11417805

This is Document #2 – Additional

Thank you,

[REDACTED]

[REDACTED]

[REDACTED]

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6/17/2021 - Document #2 - - Addendum to NHTSA Complaint 11417805 filed 5/19/2021

- Link to Document #1 -

Additional Issues noted after receipt of the vehicle after Sunroof Clogged Drains Water Damage was repaired at Customer Cost of \$5,357.07 (+tax) on 5/21/2021.....

1. Driver Display now shows that the **Automated Stop/Start feature is no longer functional.**
(Shown in picture below between the 0 and 1)

This feature provided for a fuel saving engine shutdown at prolonged stops such as traffic signals and an automated engine restart when the traffic movement resumed.



I was told by the Service Advisor on 6/7/21 when I returned the vehicle to the Dealership to have this checked, The car's computers make a number of decisions using sensors before enabling this function, (things like Voltage/Air Temperature). He advised that I should drive it around to see if the condition clears. As of 6/16/21, it had not cleared and I have set up another Diagnostic Appointment for 7/1/21.

It is not understood at this point whether this problem is a result of the damaged cable connectors (150+ wire splice repairs), the support battery replacement, software updates in Volvo Version 2, replacement of the Start/Stop Switch, or more worrisome, some additional problem for which I might be billed.

2. I am finding in addition to the new Display Symbol referenced above, that there may be other new operating characteristics which could affect the Operator's/Passenger's Safety, on which I have no information.

The Distance Alert Safety Feature seems to be behaving differently. It is supposed to assist the Driver by visually presenting a row Red Lights on the windshield as the distance to a vehicle in front decreases. This uncomfortable feeling of change was amplified exponentially when I found that the Volvo Software Update to Version 2 applied changes to the following Computer Modules in my vehicle.

(per my Neillo Service Advisor):

ASDM – Active safety domain module.

CCM – Climate control module.

CEM – Central electronic module.

DIM – Drivers information module.

IHI – Infotainment Head unit.

PAM – Park assist module.

PSMD – Power seat module driver.

PSMP – Power seat module passenger.

SRS – Supplemental restraint module.

TEM – Telematics module.

VCM – Vehicle connectivity module.

VDDM – Vehicle dynamics domain master.

There was **no information** provided or available that I could find on the internet, as **to what these changes do and their impact on Owner/Operator/Passenger/Public Safety**. What do these modules do? How do they interact with the Operator? Do they perform or present differently to the Operator? The Service Advisor indicated that he had none of this information either.

I would suggest that the NHTSA has an opportunity for initiating significant improvements (following the lead from the FAA), by strongly encouraging the manufacturers to inform and instruct users as to the Operation and Changes evolving in their Computerized Automobile Safety Features.

I offer some anecdotal references to the recent Airline Tragedies relative to Software Changes impacting Pilot/Operators.

 n-[The Plane Paradox: More Automation Should Mean More Training | WIRED](#)

“The MAX’s designers incorrectly assumed pilots would magically intervene. They missed the key fact that the same faulty data confusing the computer was also confusing the pilots. The flight automation systems operated precisely as designed on both doomed flights, all the way to impact.

“ Pilots must understand how systems change modes and their impact on flight controls and other systems.”

I would suggest that automobile operators/passengers are just as perishable as Pilots/passengers and are very much becoming more dependent on hidden “Computerized” features.

I urge that Reliance Factors and Operator Dependencies should be addressed strongly in Owner Manuals and included in all Change Management Communications with Operators as an NHTSA requirement for defining claimed Safety Engineering features to the user with training, before allowing Manufacturers to get credit for them as touted Customer Benefits.