

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\); DataQuality, DataQuality \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint -----11481007 -----
Date: Monday, January 16, 2023 8:03:59 PM
Attachments: [REDACTED]

This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir/Madam,

Thanks for following up with me about the complaints I filed regarding my 2017 Volvo XC90. I enclosed with this letter, a copy of the invoice of the repair, a copy of the email exchange with the local dealer service adviser, and a copy of email with Volvo customer service.

I could not electronically edit the EVOQ form you emailed me. I will list the detailed description of the problem below:

On Aug 21 2022, we drove from BWI airport back home at speed around 65mph on I-95. The "12V Battery: charging fault, low battery.. stop safely" message went on. Left/right turn signals, side safety alarm light next to the side mirrors, and wipers stopped working.

On Aug 22, I contacted the dealership Darcar's Vovlo at Rockville Maryland. I was advised to take to car to the dealer. After paying \$279 diagnostic fee, I was informed of the following (see attached email Re_ Issues after XC90 service on July 28.pdf):

\$279 was authorized for diagnostic.

*(1) 12 volt battery charging fault
Needs to perform Total Upgrade Software first, then recheck.
\$324*

(2) "Turn Indicator System Malfunction" and "Wiper Failure Service Required" warnings

*Needs to replace steering wheel module and perform SWM RELOAD software. Will need to remove the driver's airbag in the steering wheel to gain access.
\$1,119*

*(3) Right side Steering Wheel buttons not responsive. Sticky buttons is an internal mechanism failure.
Needs to replace the switch buttons.
\$430*

Those are the work required.

"

I went back and forth with the service advisor trying to understand what exactly is the software update issue, since a web search showed other customer had the same issue. I did not get the answer. I asked the dealer to do the software update first, and then check the rest of the issue.

Surprisingly, after the full software update, all the issue listed above at gone.

I then contacted Volvo customer services trying to understand why software updates solved all the issue. Strangely, Volvo came back to me with an offer of \$500 discount to fix the work item number 2 steering wheel module which they quoted me \$1119. Since everything was back to working. I declined the offer. Volvo then sent me an email saying problem solved and case closed, without answer any of my concerns. I emailed them again, no response since. See attached email Re_ Software update [ID #_ 220824-000641].pdf.

I would like to understand why a defected software could cause so many malfunctions with turn signals, wipers and steering wheel but not offered as part of the maintenance package (I just did 5-year maintenance on July 28), or even just recall for service, why customers like me are kept in dark till the alarming faults happened on a highway, and why Volvo offered discount to the work on some issue that seemed to be already fixed, but giving no explanation, is there anything more they've already know but still trying to keep customer in dark anyhow.

Another thing I would like to understand from you, if you have time to shoot me a reply, is, how software bugs/issues have been controlled/traced as part of the car safety monitoring and regulation. Nowadays almost all the cars claim they have certain "smart" features with a lots of software involvements. To me it's quite scary that a missing software update could cause sudden stop of turn signals and steering wheel electronic malfunctioning, and there are whole lot of other XC90s with the same software version just waiting for this scary problem to happen. And I would have this worry not only for the Volvo I have, but any car purchases in the future, which may have even much more "advanced" but maybe defected software in them.

Thanks a lot, and best regards,



On Tuesday, January 10, 2023 at 09:24:53 AM EST, EVOQ (NHTSA)
<evoq@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

DARCARS OF ROCKVILLE

15401 FREDERICK ROAD
ROCKVILLE, MD 20855
PHONE 301-309-3900

www.darcars.com



CUSTOMER NO.	ADVISOR JIMMY WONG	TAB NO. 2754	INVOICE DATE 08/26/22	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 33,152	COLOR CRYSTAL WHI
GAITHERSBURG, MD	YEAR / MAKE / MODEL 17/VOLVO/XC90/XC90T6 AWD MOM		DELIVERY DATE 10/10/16	STOCK NO. 729044
	VEHICLE I.D. NO. Y V 4 A 2 2 P K 4 H 1		DELIVERY MILES 152	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. 1014	
	BUSINESS PHONE	COMMENTS	R.I. DATE 08/23/22	

RECOMMENDATIONS-----
 REPLACE STEERING WHEEL MODULE
 ... \$1,119
 REPLACE SWITCH ON RIGHT SIDE OF STEERING WHEEL
 ... \$430

TOTALS-----

THANK YOU FOR SERVICING YOUR VEHICLE AT DARCARS
 WE WELCOME YOUR COMMENTS REGARDING OUR SERVICE DEPARTMENT AS
 WE ARE STRIVING TO BE THE VERY BEST. PLEASE CALL MR HAROON
 KHAN SERVICE MANAGER- WITH ANY COMMENTS 301.309.3900
 YOU WILL BE CONTACTED TO PARTICIPATE IN A PHONE SURVEY.
 WE WOULD APPRECIATE IF YOU COULD TAKE THE TIME TO COMPLETE
 THE SURVEY. YOUR FEEDBACK WILL HELP US IMPROVE

WE HERE AT DARCARS HOPE YOUR EXPERIENCE HAS BEEN EXCELLENT !

 DID YOU FULLY UNDERSTAND THE EXPLANATION OF REPAIRS?
 PLEASE CIRCLE YES OR NO
 IF YOU HAVE ANSWERED NO, PLEASE SEE YOUR SERVICE ADVISOR OR
 THE SERVICE MANAGER FOR AN EXPLANATION. THANK YOU

TOTAL LABOR....	473.70
TOTAL PARTS....	45.00
TOTAL SUBLET...	0.00
TOTAL G.D.G....	0.00
TOTAL MISC CHG.	45.94
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.10
TOTAL INVOICE \$	569.74

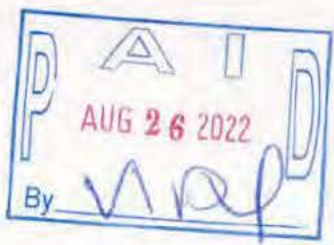
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.

SHOP MATERIAL CHARGES ARE BASED ON 17.5% OF LABOR WITH A MAXIMUM CHARGE OF \$69.95. THERE MAY BE AN ENVIRONMENTAL WASTE DISPOSAL CHARGE ASSOCIATED WITH SOME REPAIRS.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR OR OWNERS MANUAL FOR DETAILS.

I AGREE TO RECEIVE TELEMARKETING CALLS OR MESSAGES FROM OR ON BEHALF OF DARCARS AUTOMOTIVE GROUP INCLUDING AUTODIALED CALLS OR RECORDED MESSAGES, AT THE TELEPHONE NUMBER PROVIDED ABOVE. I UNDERSTAND THAT MY CONSENT IS NOT A CONDITION OF PURCHASE.

CUSTOMER SIGNATURE _____



THANK YOU FOR BEING A DARCARS CUSTOMER!

DARCARS OF ROCKVILLE

15401 FREDERICK ROAD
ROCKVILLE, MD 20855
PHONE 301-309-3900

www.darcars.com



CUSTOMER NO	ADVISOR JIMMY WONG	TAG NO 2754	INVOICE DATE 08/26/22	INVOICE NO
RESIDENCE PHONE	LABOR RATE	LICENSE NO	33,152	COLOR CRYSTAL WHI
BUSINESS PHONE	YEAR / MAKE / MODEL 17/VOLVO/XC90/XC90T6 AWD MOM	MILEAGE	DELIVERY DATE 10/10/16	DELIVERY MILES 152
COMMENTS	VEHICLE ID NO Y V 4 A 2 2 P K 4 H 1	SELLING DEALER NO 1014	PRODUCTION DATE	
	FEE NO	R.O. NO	R.O. DATE 08/23/22	

MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----

J# 1 16VOZ01 ELECTRICAL TECH(S):1572 473.70

CUSTOMER STATES: "12V BATTERY: CHARGING FAULT, LOW BATTERY..
STOP SAFELY" WARNING DISPLAYED.
TECH CHECKED VIDA FOR VEHICLE DIAGNOSTIC TROUBLE CODE(S):
FOUND MULTIPLE DTC'S RELATED TO THE BATTERY VOLTAGE
FAILURES.
PERFORMED BATTERY TESTS:
- MAIN & SUPPORT BATTERIES TESTED GOOD
SOFTWARE OUT OF DATE.
NEED TO PERFORM TOTAL UPGRADE FIRST, THEN RECHECK.
PERFORMED TOTAL UPGRADE AS PER CUSTOMER REQUEST.
ALL WARNING MESSAGES AND DTC'S CLEARED.
END OF REPAIR

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE	UNIT PRICE	PRICE-----
	1	31483292-4	*TOTAL UPGRADE	45.00	45.00	45.00
				TOTAL	PARTS	45.00
JOB# 1 TOTALS-----						
					LABOR	473.70
					PARTS	45.00
JOB# 2 CHARGES-----						
JOB# 1 JOURNAL PREFIX VOCS						JOB# 1 TOTAL 518.70

LABOR-----

J# 2 08VOZ01 INSPECTIONS TECH(S):1572 0.00

CUSTOMER STATES: WINDSHIELD WIPER SOMETIMES TURNED ON ITSELF
AND IT WOULD STOP AFTER A WHILE.
IT WAS NOT ON THE AUTOMATIC WIPER EITHER (AND WERE ALL IN
SUNNY DAYS).
TURN SIGNAL, SIDE MIRROR SAFETY ALARM LIGHT, AND AIR
CONDITIONER WERE NOT WORKING.
"TURN INDICATOR SYSTEM MALFUNCTION" AND
"WIPER FAILURE, SERVICE REQUIRED" WARNING MESSAGES
DISPLAYED.
TECH CHECKED VIDA FOR DTC'S AND FOUND TROUBLE CODES RELATED
TO DIRECTION INDICATOR AND WIPER STALK SWITCH PACK.
TRACED FAULT TO STEERING WHEEL MODULE INTERNAL FAILURE.
RECOMMEND TO REPLACE STEERING WHEEL MODULE AND PERFORM SWM
RELOAD SOFTWARE.
NEED TO REMOVE THE DRIVER'S AIRBAG IN THE STEERING WHEEL TO
GAIN ACCESS.
... QUOTED \$1,119
CUSTOMER WANTS TO HOLD OFF WORK AT THIS TIME.

JOB# 2 TOTALS-----						
JOB# 2 JOURNAL PREFIX VOCS						JOB# 2 TOTAL 0.00
JOB# 3 CHARGES-----						
LABOR-----						

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.

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I AGREE TO RECEIVE TELEMARKETING CALLS OR MESSAGES FROM OR ON BEHALF OF DARCARS AUTOMOTIVE GROUP, INCLUDING AUTODIALED CALLS OR RECORDED MESSAGES, AT THE TELEPHONE NUMBER PROVIDED ABOVE. I UNDERSTAND THAT MY CONSENT IS NOT A CONDITION OF PURCHASE.

THANK YOU FOR
BEING A DARCARS
CUSTOMER!

DARCARS OF ROCKVILLE

15401 FREDERICK ROAD
ROCKVILLE, MD 20855
PHONE 301-309-3900

www.darcars.com



CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
[REDACTED]	JIMMY WONG	2754 2925	08/26/22	[REDACTED]
LABOR RATE	LICENSE NO	MILEAGE	COLOR	VEHICLE NO
[REDACTED]	[REDACTED]	33,152	CRYSTAL WHI	729044
YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	PRODUCTION DATE
17/VOLVO/XC90/XC90T6 AWD MOM	10/10/16	152	1014	[REDACTED]
VEHICLE I.D. NO.	R.T.E. NO.	P.O. NO.	R.O. DATE	
Y V 4 A 2 2 P K 4 H 1	[REDACTED]	[REDACTED]	08/23/22	
REFERENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]	[REDACTED]	MO: [REDACTED]		

LABOR-----
J# 3 25V0Z RENTAL CAR TECH(S):660001 INTERNAL
 CUSTOMER REQUESTS RENTAL VEHICLE
 150 MILES PER DAY INCLUDED -EXTRA MILES BILLED AT \$0.25 EACH
 PLEASE RETURN VEHICLE WITH THE SAME AMOUNT OF GASOLINE TO
 AVOID CHARGES OF \$5.00 PER GALLON USED
 PROVIDED RENTAL VEHICLE TO CUSTOMER AS PER RENTAL AGREEMENT

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX VOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
 LABOR-----
J# 4 08V0Z02 INSPECTIONS TECH(S):660001 0.00
 C/S BUTTONS ON STEERING WHEEL ARE NOT
 RESPONSIVE-INSPECT/ADVISE
 TECH CONFIRMED STICKY BUTTONS ON STEERING WHEEL SWITCH IS AN
 INTERNAL MECHANISM FAILURE.
 NEEDS TO REPLACE THE SWITCH BUTTONS.
 ... QUOTED \$430
 CUSTOMER WANTS TO HOLD OFF WORK AT THIS TIME.

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX VOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
 LABOR-----
J# 5 24V0Z06 PRIORITY CAR WASH TECH(S):2540 INTERNAL
 COMPLIMENTARY DELUXE CAR WASH -INTERIOR AND EXTERIOR-
 FOR A VALUED CUSTOMER
 PERFORMED A COMPLIMENTARY DELUXE CAR WASH -INTERIOR AND
 EXTERIOR OF VEHICLE -----THANKS

JOB# 5 TOTALS-----
 JOB# 5 JOURNAL PREFIX VOCS JOB# 5 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A SS SHOP SUPPLIES 39.95
 JOB # A MSSS INTERNAL SHOP SUPPLIES INTERNAL
 JOB # A DRC DOCUMENT RETENTION CHARGE 1.99
 JOB # A VEPA E.P.A. COMPLIANCE CHARGE 4.00
 TOTAL - MISC 45.94

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$279.00 (+TAX)
 APPROVED ADDITIONAL COST OF \$324.00 FOR TOTAL ESTIMATE OF \$603.00 (+TAX) ON 08/24/22 AT 11:45am
 BY [REDACTED] COMMENTS PERFORM TOTAL UPGRADE SOFTWARE
 COMMENTS-----
 ++LOANER++BOOKED BY JIMMY

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.

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**THANK YOU FOR
BEING A DARCARS
CUSTOMER!**

Re: Issues after XC90 service on July 28

From: 

To: chee@darcars.com

Date: Wednesday, August 24, 2022 at 01:32 PM EDT

That's very strange. I did not see those error messages before.

Anyhow, let's do software update first and see what will happen.

I am still very puzzled about the whole thing.

Thanks,



On Wednesday, August 24, 2022 at 01:22:43 PM EDT, Jimmy Wong <chee@darcars.com> wrote:

No problem. Will do just the software download for now as per your request. Thanks.
Please see photo attached for the messages that were displayed in the center console screen.



Jimmy Chee Wong

Assistant Service Manager

P: 301-309-3900

E: Chee@darcars.com

DARCARS Volvo Cars

15401 Frederick Rd., Rockville MD 20855



V O L V O

From: [REDACTED]

Sent: Wednesday, August 24, 2022 1:09 PM

To: Jimmy Wong <Chee@darcars.com>

Subject: Re: Issues after XC90 service on July 28

Jimmy,

I did not see those 2 warnings on the console, only noticed they turn signal and wipe control were not working.

Let's do the first step, and see what happens.

Thanks!



On Wednesday, August 24, 2022 at 01:01:34 PM EDT, Jimmy Wong <chee@darcars.com> wrote:

Issue item (2) is unrelated to the "12 volt battery charging fault"

Sorry, we didn't get a chance to talk about the rest of the work.

Let me know if you have questions. Thanks.

V O L V O

Jimmy Chee Wong

Assistant Service Manager

P 301 309 3900

E: Chee@darcars.com

DARCARS Volvo Cars

15401 Frederick Rd , Rockville MD 20855



From: [REDACTED]

Sent: Wednesday, August 24, 2022 12 30 PM

To: Jimmy Wong <Chee@darcars.com>

Subject: Re Issues after XC90 service on July 28

Jimmy,

That's what I understood from the morning call I somehow get the impression from you that most of the time problems are solved by the first step. So I want to do the first step to see whether my issues are gone.

Let me know if I misunderstood you.



On Wednesday, August 24, 2022 at 11:56:27 AM EDT, Jimmy Wong <chee@darcar.com> wrote

You're welcome,

Let me make sure I understand correctly.... you just wanted to take care of the 12-volt battery charging fault first, before moving forward with the other works. Is that correct?

V O L V O

Jimmy Chee Wong

Assistant Service Manager

P: 301-309-3900

E Chee@darcars.com

DARCARS Volvo Cars

15401 Frederick Rd., Rockville MD 20855



From:

Sent: Wednesday, August 24, 2022 11:45 AM

To: Jimmy Wong <Chee@darcars.com>

Subject: Re: Issues after XC90 service on July 28

ATTENTION:

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Thanks Jimmy for the additional information


Then can you perform the first step?
(1) 12 volt battery charging fault
Needs to perform Total Upgrade Software first, then recheck.
\$324

Just keep me posted on the outcome.

Thanks,



On Wednesday, August 24, 2022 at 11:07:47 AM EDT, Jimmy Wong <chee@darcars.com> wrote:

So sorry . Thanks for your email. Sometimes when it gets busy, it goes non-stop.

Correct, both batteries were tested good yesterday.

None of my colleagues had experience with cars needing additional repairs after software upgrade. But that doesn't mean it didn't happen to other cars. You could try to google and see what you find, but don't trust everything that's on the web. Different Year and Model in different circumstances may have different fixes.

Thanks,
Jimmy

V O L V O

Jimmy Chee Wong

Assistant Service Manager


P: 301-309-3900

E: Chee@darcars.com

DARCARS Volvo Cars

15401 Frederick Rd., Rockville MD 20855



From: 
Sent: Wednesday, August 24, 2022 9:20 AM
To: Jimmy Wong <Chee@darcars.com>
Subject: Re: Issues after XC90 service on July 28

\$324

(2) "Turn Indicator System Malfunction" and "Wiper Failure Service Required" warning
Needs to replace steering wheel module and perform SWM RELOAD software. Will need to remove the driver's airbag in the steering wheel to gain access.
\$1,119

(3) Right side Steering Wheel buttons not responsive. Sticky buttons is an internal mechanism failure.
Needs to replace the switch buttons.
\$430

Those are the work required.
Let me know whether you want to go ahead with the repair tomorrow.
Thanks!

Jimmy Wong

Assistant Service Manager

P: 301-309-3900

E: Chee@darcars.com



DARCARS Volvo Cars

15401 Frederick Rd., Rockville MD 20855

From: [REDACTED]
Sent: Monday, August 22, 2022 2:44 PM
To: Jimmy Wong <Chee@darcars.com>
Subject: Re: Issues after XC90 service on July 28

ATTENTION:

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Jimmy,

I know for sure turn signal is not working, as I mentioned below But the break light and emergency signal are working I think I can manage to go to dealership tomorrow morning.

See you at 9am.



Sent from [Blue](#)

On Aug 22, 2022, at 1:59 PM, Jimmy Wong <chee@darcars.com> wrote:

Yes, it's safe, as long as it has no drivability issues.
I'm not sure whether the turn signals will work or not.
If you're not comfortable driving, then just call Volvo Roadside assistance to tow it to us.
Their phone number is 1-800-638-6586.
Thanks.

Jimmy Wong


Assistant Service Manager

P: 301-309-3900

E: Chee@darcars.com

DARCARS Volvo Cars
15401 Frederick Rd., Rockville MD 20855



From: 
Sent: Monday, August 22, 2022 1:34 PM
To: Jimmy Wong <Chee@darcars.com>
Subject: Re: Issues after XC90 service on July 28

Jimmy,

Yes, tomorrow 9am is fine. But is it safe even to drive the car to the dealership? I am a little bit nervous.

Thanks for the advices!

██████████

On Monday, August 22, 2022 at 01:24:39 PM EDT, Jimmy Wong <chee@darcars.com> wrote:

Hi ██████████

The 50K miles scheduled maintenance was just a routine service without any electrical work/repair. We need a technician to read the car first for diagnostic trouble code(s) and then checkout/diagnose the issues. Basic diagnostic is \$279. Without reading the car, we have no idea what's the root cause of the multiple issues. I can schedule a day for you to bring it in. How about tomorrow morning around 9 am?

Thank you.
Jimmy

Jimmy Wong
Assistant Service Manager

P: 301-309-3900
E: Chee@darcars.com

DARCARS Volvo Cars
15401 Frederick Rd., Rockville MD 20855



From: ██████████
Sent: Monday, August 22, 2022 10:58 AM
To: Jimmy Wong <Chee@darcars.com>
Subject: Issues after XC90 service on July 28

Jimmy,

This is ██████████ I had my xc90 50k service on July 28 with your help.

Since then, I had couple of issues.

The first one being windshield wiper sometimes turned on itself. It was not on the automatics wiper either (and were all in sunny days). And it would stop after a while.

The second issue is much more alarming. The " 12V Battery: charging fault, low battery.. stop safely" message was on yesterday when we were driving back from BWI. The car started fine. Turn signal, side mirror safety alarm light, and air conditioner were not working. But console (audio/GPS), headlight, and front safety alarm light were fine. There was no foul smell or any other problem noticed. We kept driving and got back home safely. This morning I tried again, car started without any problem, warning and other behavior stayed the same.

I did a little research online, seems it's not a uncommon issue for XC90. There are people giving different diagnostics, such as software glitch etc. Please advice what I should do first before I bring the car in for you to check. Is there any precaution to drive under this alarm?

Thanks!



Re: Software update [ID #: [REDACTED]]

From: [REDACTED]

To: volvo1@mailac.custhelp.com

Date: Sunday, August 28, 2022 at 04:10 PM EDT

Sjohne,

I think there might be some misunderstanding of the call I made to Volvo customer care last week. I will try to clarify here.

My 2017 Volvo XC90 had "12V Battery: charging fault, low battery.. stop safely" message while we were driving back from airport on Sunday Aug 21. I also noticed that the electronics around the steering wheel stopped working all together, including turn signal and safety warnings, as well as wiper control. I contact the local dealer service rep Jimmy Wong for help. He has been helping me since 2017 and is always reliable. I mentioned to him that from internet search, people suggested missing software update would be the cause. He suggested me to drop the car to the dealership for diagnose. After a day, Jimmy contacted me and gave me the list of work items from the initial diagnose, including a software update, replace steering wheel and wiper control module. I will forward the email exchange with him on this matter in a separate email.

I tried to get more details from Jimmy on why the missing software update could cause such safety issue for the car. As a electrical/software engineer for 27 years, I felt my questions are out of the range of local dealership support. That's the reason why I contact the customer support. I was hoping that I could get more in-depth answer, that could relief my worries about safety to some extend.

In the meanwhile, I asked Jimmy to go ahead and perform the complete software update only, and denied the work of steering wheel replacement and wiper module replacement. The reason of that is still, I feel the problem of my car was not correctly root-caused and I don't want unnecessary work and cost to the car.

On Friday Aug 26, I was notified by Jimmy that after the software update, all initial reported 3 issues are gone. But, since I called customer care, Volvo would offer my one time \$500 discount, **but only** if I perform all the suggested 3 work items, software update, steering wheel replacement, and wiper module replacement. It was hinted to me that I should take the offer, because the steering wheel issue would likely to comeback.

I declined the offer nevertheless, because it is not the solution, or answer I am looking for.

What I want to understand are the following:

1. Why the missing complete software update has anything to do with "12V Battery: charging fault, low battery.. stop safely" message? Is it a software malfunction issue just giving out false warnings, or a battery sensing/control software issue that needs to be fixed by software? And if it is a known issue that I can find from internet, why it's not part of the annual maintenance package?

2. The correlation of the software update and the lost control of all electronics around the steering wheel, have you ever seen that before?

3 Why Volvo would suggest work on something that's currently working, or has been fixed by a small work? It seems to be known issues on your side. But, for safety features such as turn signal, side safety alarm and wiper control, would the vehicle be recalled and fixed, instead of just waiting for failure to happen? It does not look good to me

I am looking forward to some more details from you

Also, if you need the work summary from the dealership I can scan and forward to you

Regards,

██████████

On Friday, August 26, 2022 at 04:25:27 PM EDT, Volvo Customer Care <volvo1@mailac.custhelp.com> wrote:



Sjohne

08/26/2022 04:25 PM

Hello ██████████

Volvo has reviewed your case and a decision has been provided directly to your retailer. Please contact Darcars Volvo for further assistance and to move forward with the repair of your vehicle. If you have any questions or concerns, please do not hesitate to contact us. Thank you!

Med vänliga hälsningar!

Yours Sincerely,

Sjohne
Volvo Customer Care
Announcing 'Tow for Life' [Learn More](#)

Sjohne

08/24/2022 08:53 PM

Hello [REDACTED],

Thank you for contacting Volvo Car USA! We regret to learn of your concern and experience with your vehicle. We have documented your concerns on your behalf and opened a case with your dealership along with the appropriate management.

We will follow up with you as soon as we receive an update from the appropriate management. In the meantime, please do not hesitate to contact me if you need any further assistance

Med vänliga hälsningar!

Yours Sincerely,

Sjohne

Volvo Customer Care

Announcing 'Tow for Life' [Learn More](#)

