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

From: [4ME](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11526950
Date: Tuesday, June 27, 2023 11:57:54 AM

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From: [REDACTED]
Sent: Monday, June 26, 2023 9:44 AM
To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: ODI: 11526950

CAUTION: 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.

This is in reference to file # ODI: 11526950 and I'm providing additional information.

I've had a [REDACTED] more instances with my 2023 Volvo XC40 VIN # YV4L12UNXP2 [REDACTED]

The following is a complete list of issues associated with this vehicle Those in BLUE I consider a severe safety issue:

2023 Volvo XC40 Issues Purchased on: **28 October 2022**

Volvo Tech Service on Tuesday 29 November 2022 at 11:30:

- POWER STEERING FAILURE: VOLVO COULDN'T DUPLICATE BUT SAID A S/W UPGRADE FIXED THE PROBLEM.
- CRUISE CONTROL FAILURE ISSUE: VOLVO COULDN'T DUPLICATE BUT SAID A S/W UPGRADE FIXED THE PROBLEM.

Note:

I said if a S/W upgrade fixed these two issues then there was a service bulletin (or similar) explaining that. Volvo General Manager (Tyler) said there was so I said I wanted a copy of each explain what the problem was and that the S/W upgrade fixed the issue. Tyler said he'd get copies.

Service manager said there is no service bulletin with a S/W upgrade that fixes those problems. VOLVO COULDN'T DUPLICATE.

This is the 3rd SW update. It had the original, was updated just prior to me picking it up according to the sales rep and this service updated it again making it number 3.

New Issues after the 29 November 2022 servicing:

- ALL INFOTAINMENT AUDIO QUIT WORKING

On the way home from the Volvo Tech Service all AUDIO quit working. No music any station or music app. Google Assistant recognized my voice but no

AUDIO reply back. No warning audio, turn signal audio etc. restarted Shut the car down and restarted twice no luck. 45 minutes later tried again and everything was working. **VOLVO COULDN'T DUPLICATE.**

- **CAMERA OPERATION INCONSISTENT**

Back out of the garage and the backup camera comes on as it's supposed to for reverse. I put it in drive and the back up camera would stay on going down the driveway for at least 10 seconds. Had to select something else

for it to go away.

Back out of the garage again and the camera was in 360. Put it in drive and head down the driveway for several seconds and the camera was still on 360. Had to select something else to get it to go away.

Back out of the garage and the backup camera comes on as it's supposed to for reverse. I put it in Drive and it immediately goes out, as it should. When the transmission is placed in DRIVE the back up camera should not be on. When enter the garage pretty slow, driving straight in. Sometimes the camera comes on in 360, other times it does nothing.

Camera operation is intermittent and inconsistent. **VOLVO COULDN'T DUPLICATE.**

- **TIRE PRESSURE MONITORING SYSTEM**

Pulling into the garage and I get a TIRE LOW PRESSURE warning.

Digital tire pressure gauge and 3 tires read 36psi, 1 read 36.5psi which is the normal operating range for the tires.

Spare tire read 49.5psi and should have been 60psi. I'm told that's NOT part of the TPMS. It's now at 60 and that should probably be one of the things check during servicing.

Next day I checked all 4 tires again, made sure they were all on 36psi exactly and reset the TPMS. It took almost 14 miles before the new TPMS accepted the new "PSI" and I received the notification. **VOLVO COULDN'T DUPLICATE.**

- Volvo Car Mall of Georgia picked the car up at my house, dropped off a loaner and had my vehicle for a week. They found nothing.

24 January 2023

Haven't used the Volvo in 4 - 5 days. Got in the car and was backing out of the garage, rear camera came on and we started to back out. Rear Auto Brake engages and slams on the brakes for no reason. Absolutely nothing behind us. I'm trying to figure out what we hit which was nothing and then it was fine and we backed out.

22 March 2023

Driving along the highway to Blue Ridge. Navigation on the driver's dash goes blank. I selected the screen and nothing. Navigation on the center display is fine. Nothing we did made the driver dash navigation display return, it was just a black screen.

Pulled over, shut the car off then restarted and it came back on.

04 April 2023

Once again we haven't used the Volvo in several days. Got in the car and was backing out of the garage, rear camera came on and we started to back out. Rear Auto Brake engaged again slams on the brakes for no reason like I hit something. Absolutely nothing behind us. I'm trying to figure out what we hit which was nothing and then it was fine and we backed out.

Volvo keys are in my pocket. Driver side door won't open like it's locked. Pull the keys out and hit unlock. Still can't get in. Tried the door handle 15 times and nothing. Went to the passenger's side door opened right up. Back

to the driver's door first pull nothing, second pull it opened up. W

10 April 2023

Headed to Boone, NC at 10:00am. At approximately 11:00am all audio went out again. All selections were available but no audio on anything including turn signal and warning indications. Continued driving till about 12:30 and never had any audio. Pulled over got something to eat, came back out started the car and we had audio again.

05 and 06 May 2023

Headed down in Savannah, GA. On **two** separate occasions while backing the car into an outside parking space for the rental we had that was completely empty, (basically a three sided garage with no roof) rear camera came on and Rear Auto Brake engaged and slams on the brakes for no reason like I hit something. Absolutely nothing behind us.

08 May 2023

Returning from Savannah, GA and headed home. On a 4 lane highway, no one around us doing 65mph on the inside lane (median side) on Adaptive Cruise Control and the car just starts braking on a straightaway as if a car was in front of but there were no cars within a ½ mile of us. I disengaged ACC then restarted.

Separate incident same day, car passes us on the left side and is making a left hand turn on an exit lane while on the 4 lane highway again. I'm doing 65mph Adaptive Cruise Control is on and just slams on the brakes. No other vehicles around or in front of me.

09 May 2023

Speed limit is 55mph then changes to 65mph. Display sign speed on the dash showed 25mph for probably ¼ mile then just went blank after about another mile we hit the 65mph zone and the display sign speed on the dash illuminates and showed 65mph.

19 May 2023

Driving along and I see a RED Flashing indicator overhead. It's the SOS signal that's flashing RED for no reason. I pushed it and the driver displayed asked if I wanted to call for help. I canceled and it went away. No reason for the notification to begin with.

23 May 2023

Wife gets in the car to go shopping with Orange Key FOB. Auto Speed Limit Activation notification comes up i.e. it's limited to whatever the speed limit signs are. She has the Care Key but this has never shown up before. No one activated it. Shutting off and restarting had no effect it kept coming up.

02 June 2023

Driver Override Canceled come up on the display while driving. Whatever that is.

On a back road coming home car slams on the breaks then releases and Automatic Collision Avoidance Enabled. There's nothing in front of me, on either side of me. NOTHING.

8 June 2008

Get in the car today to go grocery shopping. All audio is dead. Absolutely nothing including turn signals audio, seat belt warnings chimes etc. Completely dead. Stopped the car shut it off, restarted and nothing. Reset the APPS side still nothing. Went grocery shopping for about 40 minutes. Got in the car, started and all audio is still dead.

Checked for S/W Updates and it states S/W is up to date (2.5). Stopped to get gas and restarted the car and still no audio.

· Sent an email to Volvo Car Mall of Georgia 6/8/2023 10:12 AM saying I've had it with this and want the infotainment system replaced or a new car.

- Sent an email to John Mies at SVP Volvo Corporate 6/8/2023, 10:30 AM explain the same problems.

- Sent an email to Volvo Cars of Georgia at 6/8/2023 10:35 AM stating I had contacted Volvo Corporate and the next contact would be the BBB and NHTSA.

- Received an email June 8, 2023, 11:51 AM from Volvo Car Mall of Georgia stating they have an S/W update (2.9) that will "aid" in this matter and to come in the following day.

- Sent an email in reply on 6/8/2023 3:22 PM stating next Tuesday is better and no further communication is received.

09 June 2023

Still no audio upon startup. Had to do a factory reset to get it to work and redo all settings.

I have provided numerous emails to Volvo Cars of Georgia and each time I provide the new problems along with the previous emails. I stated specifically do not contact me unless you have a fix for the problems. As stated apparently after all this time they state: S/W update (2.9) that will "aid" in this matter. So apparently S/W 2.6, 2.7 and 2.8 did nothing.

They have been silent since June 8, 2023, 11:51 AM.

20 June 2023

Received a call from Volvo vice Volvo going back to BBB on Tuesday 20 June. Not sure who due to cell issues but they said they wanted to fix everything and wanted me to come in and get the car serviced and wanted me to be happy etc. We talked for ~ 15 minutes. He stated someone from service would call to schedule.

Received a call from service (female) stating they were getting ready to leave, would review all of the problems I had and would call on 21 June 2023 in the morning, schedule an appointment and get me set up in a loaner.

21 June 2023

It's 5:45pm and no one from Volvo called back today.

On the back road on the way up to pick up my truck from the Ford Dealership, the Volvo slams on the brakes on a curve and says Collision Avoidance Enabled then lets off the brakes. Nothing on the road anywhere in front or either side.

Additionally, my wife was with me and had her set of keys as well. I got out to pick up my truck and when I came out of the Ford Dealership she said it's not working right. The Infotainment system said she needed Location turned on and none of the Sirius Radio stations we had saved were working. I tried dealing with this but she said I'll just take it home as is. No map on the display for her. Wasn't needed but it was not there.

Got home and I tried numerous times to get things to work (about an hour and 15 minutes) but nothing worked and finally decided to do a Factory reset. Both sets of keys in the car and Factory Reset was not available only APP reset. Tried the Home button CLEARING DISPLAY and that did nothing. Finally figured it wasn't connected to the Owner Profile for whatever reason. After selection I could do a Factory Reset, then redo all of the settings again.

24 June 2023

Got in the Volvo to go to Cleveland, TN. Input the address into Google Maps. Drove about 8 miles, stopped to get gas. Shut off the car, filled up, got back in the map didn't come up. Map selection not working asking me to view privacy crap. Headed out anyway but then pulled over again. Shut the car off, opened the door, shut the door and restarted. Map came up, address was not available. Re-entered the address Map came up but the center display map is now the same map that's on the dash. It used to show the entire route and the dash displayed the turns etc.

On the way back from Cleveland, TN along the Ocoee River road we're in a straightaway, traffic in front of me 8 - 10 car lengths and we're doing maybe

35. Lot of cars behind me. We're traveling in the right lane. There's a pickup in the left lane stopped with its left turn signal on waiting for traffic to go by with a line of traffic behind him. Volvo slams on the brakes quick red light flashing and collision sound goes off. Only happened for maybe a second or two but once again scared the hell out of us. There's was nothing in front of us except the traffic 8 - 10 car lengths. No one was on their brakes or slowing down.

rious safety issue that's happened several times now.

Blairsville,