



**Volvo Cars of North America, LLC**

1 Volvo Drive  
P.O. Box 914  
Rockleigh, NJ 07647  
<http://www.volvocars.us>

## IMPORTANT RECALL NOTICE



YV1612FH2E777777-R39413A666666R39 513017-01 1  
Dear Volvo Owner  
12345 Main St  
Any City, US 12345-6789

**NHTSA RECALL 13V377**



October 2, 2013

Dear Volvo Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation, has decided that certain model year 2014 S60, S80, XC60 and XC70 vehicles fail to conform to Federal Motor Vehicle Safety Standard FMVSS No.104 *Windshield wiping and washing systems*, and No. 108 *Lamps, reflective devices, and associated equipment*.

### *The reason for Recall R39413:*

Due to a software error on certain Model Year 2014 S60, S80, XC60 and XC70 vehicles equipped with Keyless ignition, the Central Electronic Module (CEM) may not perform as intended. If the deviation occurs, when restarting the engine after the vehicle has been parked, the amber colored warning light in the Driver Information Module (DIM) will illuminate and the following message displayed e.g. "Alarm system service required". There may also be other messages in the DIM depending on individual vehicle equipment. In addition to this, the front windshield wipers will be running continuously when the ignition is on. Malfunctioning headlamps and/or turn signals increase the risk of a crash.

Vehicle owners may also experience one or all of the following symptoms on affected vehicles:

- The turn signals do not work.
- The headlight switch does not work. Low beam is permanently on when ignition is on.
- High beam does not work.
- Windshield washer system does not work.

The corrective action is to perform a Central Electronic Module (CEM) software upgrade.

*What you need to do:*

Please contact your authorized Volvo retailer for an appointment. This procedure will be completed at no cost and can take up to 30 minutes to complete; **however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.**

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information please refer to the Volvo Customer Care Center contact information in this letter.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us the updated owner information. Please refer to our contact information below.

*Please contact:*

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center at 1 Volvo Drive, P.O. Box 914, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST. You may also contact us by going to [www.VolvoCars.US/ContactCustomerCare](http://www.VolvoCars.US/ContactCustomerCare)

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may contact the NHTSA Administrator at: National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,



Mike Assainte

Customer Satisfaction Manager, Service