



ADAM KOPSTEIN

Manager, Product Safety & Compliance

******IMPORTANT VEHICLE RECALL NOTICE******

**THIS INFORMATION SUPERSEDES THE IMMEDIATE VEHICLE UPGRADE
PRIOR TO SALE NOTIFICATIONS RELEASED ON 08/20/13 & 08/26/13 FOR
THE CEM SOFTWARE UPGRADE.**

Date: 09/09/13
Subject: Recall R39413
TO: All U.S. and Canadian Volvo Retailers

The sale or lease of defective or non-compliant motor vehicles or equipment is prohibited by law. Vehicles in retailer inventory must be remedied prior to sale. Repair information is attached to this communication.

Volvo Cars of North America, LLC (Volvo) 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 and Canadian Motor Vehicle Safety Standard CMVSS Standard 104: *Windshield Wiping and Washing Systems* and Standard 108: *Lighting System and Retroreflective Devices*.

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 in sleep mode, 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.

Volvo Cars U.S.
Customer Service

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647

Telephone 1-201-768-7300
www.volvocars.us



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.

Recall R39413 affects 7,767 vehicles in the U.S. and 366 in Canada.

OWNER NOTIFICATION

Owner notification letters will be mailed in September.

CLAIM SUBMISSION

Claims held for software upgrades per the instructions in the previous retailer letters dated 8/20 & 8/26 can now be submitted. Please refer to the Quality Bulletin below.

RETAILER RESPONSIBILITIES

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner.

In the event that a customer does not have a notification letter, the owner is not to be refused the work. Your regional representative will follow up to ensure that this recall campaign is proceeding smoothly.

A complete description of the recall campaign requirements and claim submission procedures is below. It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Quality Bulletin
- Parts Bulletin

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in blue ink that reads "A. Kopstein".

Adam Kopstein
Manager, Product Safety and Compliance
201-768-7300 ext# 7908
akopstei@volvocars.com

Quality Bulletin



TITLE:

**Recall R39413: CEM Software Upgrade
Model Year 2014 S80, S60, XC70 & XC60**

GROUP: 36	NO: R39413	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada					
REFERENCE BULLETINS: PB-R39413				DATE:					
Service Personnel: Read and initial				<small>SERVICE MANAGER</small>	<small>SERVICE WRITER</small>	<small>WARRANTY ADMINISTRATOR</small>	YEAR 2013	MONTH 09	DAY 09
				Page 1 of 3					

“Fixed Right — First Time”

THIS INFORMATION SUPERSEDES THE IMMEDIATE VEHICLE UPGRADE PRIOR TO SALE NOTIFICATIONS RELEASED ON 08/20/13 & 08/26/13 FOR THE CEM SOFTWARE UPGRADE.

- A. RECALL R39413 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. TECHNICIAN COMPETENCY REQUIREMENT
- H. CAMPAIGN REIMBURSEMENT PROCEDURES

A. NON-COMPLIANCE RECALL R39413 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) 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 and Canadian Motor Vehicle Safety Standard CMVSS Standard 104: *Windshield Wiping and Washing Systems* and Standard 108: *Lighting System and Retroreflective Devices*.

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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.

S60 / XC60

Part Number – 31270560

S80 / XC70

Part Number - 30786042

B. VEHICLES INVOLVED

NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THIS RECALL REPAIR.

Vehicle eligibility must be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message “R39413 “CEM Software Upgrade Quality Bulletin R39413” will appear for eligible vehicles.

All vehicles should be checked for any other incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

RETAILER VEHICLE CAMPAIGN LIST

The “Unperformed Recall Report” will be posted on VRC2 in the Reports Menu under the Service Tab. This report lists all affected vehicles that are on record as retailed/serviced or currently in stock at your facility with incomplete recalls and service campaigns, and is updated monthly.

C. PARTS INFORMATION / PARTS RETURN

Please refer to Parts Bulletin R39413.

PARTS RETURN

Parts are not required to be returned for repairs done in accordance with this recall.

D. OWNER NOTIFICATION

Owner notification letters will be mailed in September.

E. VEHICLES IN RETAILER INVENTORY

All vehicles in retailer inventory and qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.



F. RETAILER RESPONSIBILITY

Retailers are to perform this recall on eligible vehicles regardless of mileage/kilometers or vehicle age. The repairs included in Recall R39413 are free of charge to the owner. If a customer presents a recall or service campaign letter for a vehicle that is not found via the VRC2 inquiry function, please verify that the letter applies to the customer's vehicle and call the Warranty Assistance Desk at 1-800-807-7712 for instructions. If the Warranty Assistance Desk verifies that the vehicle qualifies for the Recall or Service Campaign, please perform the repair and place the recall or service campaign letter in the customer's file. Under no circumstances should a customer be denied the required service without a confirmation from VCNA/Volvo Car Corporation.

G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 Certified Tech.

H. CAMPAIGN REIMBURSEMENT PROCEDURES (LONG FORM APPLICATION)

Labor reimbursement allowance is effective at time of release and may change in the future.

Claim Type: R39413

Cause Code: 02

CSC Code: XW

Main OP: 36120

Failed Part:

31270560 (S60 & XC60)

30786042 (S80 & XC70)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36120	CEM Software Upgrade	1	0.3



Parts Bulletin

TITLE:

**Recall R39413: CEM Software Upgrade
Model Year 2014 S80, S60, XC70 & XC60**

GROUP: 36	NO: R39413	REFERENCE BULLETINS: QB-R39413	CAR MARKET: United States and Canada		
COPY TO / CIRCULATIONS (PLEASE INITIAL):				DATE:	
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	YEAR 2013	MONTH 09
					DAY 09
					Page 1 of 2

“Right first time in Time”

Volvo Cars of North America, LLC (Volvo) 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 and Canadian Motor Vehicle Safety Standard CMVSS Standard 104: *Windshield Wiping and Washing Systems* and Standard 108: *Lighting System and Retroreflective Devices*.

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Parts Bulletin R39413



The following part number's apply:

Part Number	Description	Qty
31270560	Central Electronic Module (CEM) software upgrade For S60/XC60	1
30786042	Central Electronic Module (CEM) software upgrade For S80/XC70	1