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Jason Guidi

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Director - Regulatory & Compliance

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November 08, 2018  
Subject: Recall R39917  
TO: All U.S. and Canadian Volvo Retailers

**VEHICLES IN RETAILER INVENTORY**

**It is a violation of federal law for a retailer to deliver any new Volvo that is eligible for a recall. Retailers are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000 per vehicle.**

**Correct all vehicles in your new vehicle inventory before delivery.**

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group, has decided to launch Recall R39917 on certain model year 2017 – 2019 XC90, S90, V60CC, V90, XC40, V60, XC60, V90CC vehicles.

Volvo has identified that the Telematics and Driver Support Systems may not function as designed due to a software error in the Vehicle Connectivity Module (VCM). This could result in the vehicle not providing the GPS location, increasing the risk of no emergency response.

The corrective action is to complete a Total Upgrade on all affected vehicles.

A total of 17,548 U.S. and 1,461 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R39917 VCM Software Upgrade" will appear for eligible vehicles.
- All cars not yet delivered to end customers must be corrected prior to delivery.
- There have been no reports of incidents related to this issue.



If you have any questions concerning this recall send them to [recall@volvocars.com](mailto:recall@volvocars.com).

**OWNER NOTIFICATION**

The owner notification letters will be mailed to all eligible vehicle owners in December.

**PORT VEHICLES**

No vehicles will be shipped from the ports with this recall not completed.

**PARTS / PARTS RETURN**

Please refer to Parts Bulletin 38-R39917.

**CLAIM SUBMISSION**

Please refer to the claim submission information in the attached Quality Bulletin.

**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. As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

If you have questions about this recall or any other field service action, please contact me or any member of the Product Safety and Compliance office.

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in black ink that reads "Jason Guidi". The signature is written in a cursive style with a large, looped "J" and "G".

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