



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 1, 2021

Mr. Vincent D'Auria
Senior Manager Product, Safety & Compliance
Volvo Car USA, LLC
1 Volvo Drive
PO Box 914
Rockleigh, NJ 07647
Volvo Car USA, LLC

NEF-107SS
21V-109

Subject: High Voltage Disconnect May Cause Drive Power Loss

Dear Mr. D'Auria:

This letter serves to acknowledge Volvo Car USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

VOLVO/XC40/2021-2022

Mfr's Report Date: February 24, 2021

NHTSA Campaign Number: 21V-109

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY:MANAGEMENT SYSTEM
(BMS):SOFTWARE

Potential Number of Units Affected: 0

Problem Description:

Volvo Car USA, LLC (Volvo Car) is recalling certain 2021-2022 XC40 Recharge vehicles. The Battery Energy Control Module (BECM) microprocessor may reset and cause the high voltage system to disconnect.

Consequence:

A disconnected high voltage system can cause a loss of drive power, increasing the risk of a crash.

Remedy:

Volvo Car will notify owners, and the software will be updated by a dealer, or through an over-the-air (OTA) update, free of charge. The recall is expected to begin May 18, 2021. Owners may contact Volvo Car customer service at 1-800-458-1552. Volvo Car's number for this recall is R10078.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please ensure the following requirements are met:

The total number of products potentially containing the defect or noncompliance (49 CFR 573.6 (c)(3)).

AMENDED 573 REQUIRED.

The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)). If less than 1%, amend your filing to state 1% and provide the actual calculated amount in the first product text box.

AMENDED 573 REQUIRED.

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims and field or service reports, with their dates of receipt, prior to the CCMT considering the defect critical.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

Volvo's planned owner notification date is beyond the 60-day requirement. Please amend the planned owner notification date in the Part 573 report to ensure it is within 60 days.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Volvo Car USA, LLC's contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement