



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 29, 2023

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

NEF-107DR
23V-188

Subject: False Warning Message for Emergency Call System

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/C40/2023
VOLVO/S60/2023
VOLVO/V60CC/2023
VOLVO/XC40/2023
VOLVO/XC60/2023
VOLVO/XC90/2023

Mfr's Report Date: March 22, 2023

NHTSA Campaign Number: 23V-188

Components:

ELECTRICAL SYSTEM

Potential Number of Units Affected: 329

Problem Description:

Volvo Car USA, LLC (Volvo Car) is recalling certain 2023 S60, V60CC, XC60, XC90, XC40, and C40 vehicles. A diagnostic trouble code (DTC) may be falsely detected for the emergency call system (e-call) and display "e-Call Service Required" in the driver information module (DIM).

Consequence:

The false warning message could prevent the detection of an actual e-call system failure, which could delay an emergency response during a crash, increasing the risk of injury.

Remedy:

Dealers will update the telematics and connectivity antenna module (TCAM) software, free of charge. Owner notification letters are expected to be mailed May 16, 2023. Owners may contact Volvo Car's customer service 1-800-458-1552. Volvo Car's number for this recall is R10225.

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.nhtsa.gov.

Please ensure the following requirements are met:

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

AMENDED 573 REQUIRED.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

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 49 U.S.C. § 30118(f), submission of 8 consecutive quarterly reports is required. As described in 573.7, submission of the first of eight 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 Darishea Rollins who may be reached by email at darishea.rollins@dot.gov. We look forward to working with you.

Sincerely,



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