

# Part 573 Safety Recall Report

# 23V-188

**Manufacturer Name :** Volvo Car USA, LLC**Submission Date :** MAR 22, 2023**NHTSA Recall No. :** 23V-188**Manufacturer Recall No. :** R10225**Manufacturer Information :**

Manufacturer Name : Volvo Car USA, LLC

Address : 270 Three Point Drive  
Ridgeville SC 29472

Company phone : 201-768-7300

**Population :**

Number of potentially involved : 329

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2023-2023 Volvo S60

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The recall population is determined by the Introduction of a new Telematics and Connectivity Antenna Module (TCAM) diagnostics to monitor the state of the premium audio system and its availability during an ongoing emergency assistance call which was introduced Monday, February 20th. The new Software was introduced Monday, March 20th. Recall products differ from products not included in the recall with new introduced software. This recall affects Model Year 2023 S60, V60CC, XC60, XC90, XC40 and C40 vehicles.

Production Dates : AUG 26, 2022 - MAR 08, 2023

VIN Range 1 : Begin : 7JRH60FA4PG252399 End : 7JRL12TX8PG252371  Not sequential

Vehicle 2 : 2023-2023 Volvo V60CC

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : HYBRID ELECTRIC

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Production Dates : NOV 15, 2022 - NOV 15, 2022

VIN Range 1 : Begin : YV4L12WZXP2108259 End : YV4L12WZXP2108259  Not sequential

Vehicle 3 : 2023-2023 Volvo XC60

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The recall population is determined by the Introduction of a new Telematics and Connectivity Antenna Module (TCAM) diagnostics to monitor the state of the premium audio system and its availability during an ongoing emergency assistance call which was introduced Monday, February 20th. The new Software was introduced Monday, March 20th. Recall products differ from products not included in the recall with new introduced software. This recall affects Model Year 2023 S60, V60CC, XC60, XC90, XC40 and C40 vehicles.

Production Dates : JUN 07, 2022 - MAR 10, 2023

VIN Range 1 : Begin : YV4H60DA9P1252724 End : YV4L12RNXP1352590  Not sequential

Vehicle 4 : 2023-2023 Volvo XC90

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The recall population is determined by the Introduction of a new Telematics and Connectivity Antenna Module (TCAM) diagnostics to monitor the state of the premium audio system and its availability during an ongoing emergency assistance call which was introduced Monday, February 20th. The new Software was introduced Monday, March 20th. Recall products differ from products not included in the recall with new introduced software. This recall affects Model Year 2023 S60, V60CC, XC60, XC90, XC40 and C40 vehicles.

Production Dates : JUN 13, 2022 - MAR 10, 2023

VIN Range 1 : Begin : YV4062PA3P1909327 End : YV4L12PN4P1976355  Not sequential

Vehicle 5 : 2023-2023 Volvo XC40

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The recall population is determined by the Introduction of a new Telematics and Connectivity Antenna Module (TCAM) diagnostics to monitor the state of the premium audio system and its availability during an ongoing emergency assistance call which was introduced Monday, February 20th. The new Software was introduced Monday, March 20th. Recall products differ from products not included in the recall with new introduced software. This recall affects Model Year 2023 S60, V60CC, XC60, XC90, XC40 and C40 vehicles.

Production Dates : DEC 22, 2022 - MAR 09, 2023

VIN Range 1 : Begin : YV4K92HK5P2916796 End : YV4L12UX2P2937683  Not sequential

Vehicle 6 : 2023-2023 Volvo C40

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The recall population is determined by the Introduction of a new Telematics and Connectivity Antenna Module (TCAM) diagnostics to monitor the state of the premium audio system and its availability during an ongoing emergency assistance call which was introduced Monday, February 20th. The new Software was introduced Monday, March 20th. Recall products differ from products not included in the recall with new introduced software. This recall affects Model Year 2023 S60, V60CC, XC60, XC90, XC40 and C40 vehicles.

Production Dates : JAN 12, 2023 - MAR 08, 2023

VIN Range 1 : Begin : YV4ED3GM6P2050689 End : YV4ED3GM6P2050689  Not sequential

## Description of Defect :

**Description of the Defect :** Falsely set (misdetection) Diagnostic Trouble Codes (DTC), no actual loss of expected functions. If there is an actual issue in the e-call system, the driver will not get any extra warning other than the already displayed message.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If there is an actual issue in the e-Call system, the driver will not get any extra warning other than the already displayed false message, increasing the risk of no emergency response.

**Description of the Cause :** During a software download on the Telematics and Connectivity Antenna Module (TCAM), the TCAM mis-detects a communication failure towards the Infotainment Head Unit (IHU), and sets a Diagnostic Trouble Code (DTC), and "e-call service required" on the Driver Information Module (DIM). The IHU DTC evaluation may fail due to diagnostic error, a DTC is set and "e-call service required" on DIM.

**Identification of Any Warning that can Occur :** Driver Information Module (DIM) message stating "eCall service required."

## Involved Components :

Component Name 1 : Software in the TCAM

Component Description : Telematics and Connectivity Antenna Module (TCAM)

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : Volvo Car Corporation  
Address : Gunnar Engellaus Väg 8  
Gothenburg Foreign States 418 78  
Country : Sweden

## Chronology :

Considered as a critical concern by Critical Concern Management Team 2023.03.17; Field Service Action decision confirmed by Volvo Car Corporation 2023.03.20; Condition detected by Market; Number of Vehicle Reports with the condition, reported to Volvo Cars from National Sales Company 1; Total number of cars included in Vehicle Reports concerning the condition 1; Implementation date of Field Service Action 2023.03.21. Extended Chronology: 11th of March Volvo cars received the first report indicating issues with a DIM message related to the e-Call system. An investigation was immediately initiated to review the customer symptom and a possible root cause. The investigation was escalated to the Critical Concern Action Process (CCAP). The issue was concluded as potentially critical and the Critical Concern Management Team (CCMT) initiated a technical investigation to conclude customer symptom, risk assessment, testing, root cause etc. On the 17th of March the technical investigation was completed, the CCMT team took the decision to start preparation for a recall as it was judged as an increased risk towards motor vehicle safety.

## Description of Remedy :

Description of Remedy Program : To remedy concerned vehicles Volvo Cars will update the vehicle's software with a new logic in the TCAM.

How Remedy Component Differs from Recalled Component : Software update for TCAM. The diagnostic test case logic has been updated so it will not display the fault message.

Identify How/When Recall Condition was Corrected in Production : New Software was introduced on March 20th, 2023.

## Recall Schedule :

Description of Recall Schedule : Remedy Notices  
Planned Dealer Notification Date : MAR 22, 2023 - MAR 22, 2023  
Planned Owner Notification Date : MAY 16, 2023 - MAY 16, 2023

\* NR - Not Reported