



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 12, 2024

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

NEF-107DC
24V-010

Subject: Inoperative Left Rear Turn Signal

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/XC40/2024

Mfr's Report Date: January 10, 2024

NHTSA Campaign Number: 24V-010

Components:

ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 17,409

Problem Description:

Volvo Car USA, LLC (Volvo Car) is recalling certain 2024 XC40 vehicles. A diagnostic error in the Central Electronic Module (CEM) software may cause the left rear turn signal indicator to not function.

Consequence:

A nonfunctioning exterior turn signal may not notify other drivers of a turning vehicle, increasing the risk of a crash.

Remedy:

The CEM software will be updated by a dealer or through an over-the-air (OTA) update, free of charge. Owner notification letters are expected to be mailed February 28, 2024. Owners may contact Volvo Car customer service at 1-800-458-1552. Volvo Car's number for this recall is R10256.

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 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 eight consecutive quarterly reports followed by three annual 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Volvo Car USA, LLC's contact for this recall will be Debora Crews who may be reached by email at debora.crews@dot.gov. We look forward to working with you.

Sincerely,



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