

Part 573 Safety Recall Report

24V-938

Manufacturer Name : Volvo Car USA, LLC

Submission Date : DEC 18, 2024

NHTSA Recall No. : 24V-938

Manufacturer Recall No. : R10296



Manufacturer Information :

Manufacturer Name : Volvo Car USA, LLC

Address : 1800 Volvo Place
Mahwah NJ 07430

Company phone : 201-768-7300

Population :

Number of potentially involved : 2

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2024 Volvo C40

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population is determined by the driver seat Airbag module inner side (Far Side Airbag Module (FSAB)) ID which was produced between the end of 2022 to October of 2024. During this time the new assembly station at the supplier had wrong software control parameters. The corrected control parameters in software were implemented in October of 2024 and all FSABs after this date have been produced with the new control parameters. This recall affects certain model year 2023-2024 C40 vehicles.

Production Dates : APR 24, 2023 - NOV 08, 2023

VIN Range 1 : Begin : YV4ED3GL6P2063868 **End :** YV4ER3GM8R2106099 ☒ Not sequential

Description of Defect :

Description of the Defect : The clamps are not crimped properly on the driver side inner FSAB.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result, in the event of a crash, the driver side inner FSAB may not deploy correctly, increasing the risk of injury.

Description of the Cause : This is due to wrong software control parameters at the supplier.

Identification of Any Warning that can Occur : There will be no customer warning or indications.

Involved Components :

Component Name 1 : Driver side inner Far side airbag (FSAB)

Component Description : Airbag Module

Component Part Number : 32403043

Supplier Identification :

Component Manufacturer

Name : Joyson Safety Systems Sachsen GmbH

Address : Scheibenberger Straße 88
Elterlein Foreign States 09481

Country : Germany

Chronology :

Considered as a critical concern by CCMT 2024-12-13;

Field Service Action decision confirmed by Volvo Car Corporation 2024-12-18;

Condition detected by Supplier Information;

Number of vehicle reports with the condition, reported to Volvo Cars from the NSC 0.

Total number of cars included in vehicle reports concerning this condition 0;

Implementation date of Field Service Action 2024-12-18.

Extended Chronology: 3rd of December 2024 Volvo cars received the first report from the supplier indicating issues with the Far Side Airbag. An investigation was initiated to review the customer symptom and a possible root cause.

11th of December the investigation was escalated via the Critical Concern Action Process (CCAP) to the Critical Concern Management Team (CCMT). The issue was concluded as potentially critical and CCMT initiated a technical investigation to conclude customer symptom, risk assessment, root cause etc.

On the 13th of December 2024 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 replace the inner FSAB in the driver front seat. If an out-of-pocket expense has been paid for prior to this repair being performed, prior to receiving this letter, customers may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please refer to Volvo Customer Care Center by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact Volvo by going to https://volvo.custhelp/app/homeV3 .
How Remedy Component Differs from Recalled Component :	The remedy component will have the correct crimped clamps on the inner FSAB in the driver front seat.
Identify How/When Recall Condition was Corrected in Production :	The supplier's assembly line was corrected with new software in October of 2024.

Recall Schedule :

Description of Recall Schedule :	Remedy Notices
Planned Dealer Notification Date :	DEC 18, 2024 - DEC 18, 2024
Planned Owner Notification Date :	FEB 11, 2025 - FEB 11, 2025

* NR - Not Reported