

# Part 573 Safety Recall Report

# 18V-800

**Manufacturer Name :** Volvo Car USA LLC**Submission Date :** NOV 13, 2018**NHTSA Recall No. :** 18V-800**Manufacturer Recall No. :** R39917**Manufacturer Information :**

Manufacturer Name : Volvo Car USA LLC

Address : 315 Sigma Drive

Summerville SC 29486

Company phone : 6177846027

**Population :**

Number of potentially involved : 17,548

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2017-2019 Volvo XC90, S90, V60CC, V90, XC40, V60, XC60, V90CC

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

**Descriptive Information :** Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group, has decided to launch Recall R39917 on certain model year 2017 – 2019 XC90, S90, V60CC, V90, XC40, V60, XC60, V90CC vehicles.

Volvo has identified that the Telematics and Driver Support Systems may not function as designed due to a software error in the Vehicle Connectivity Module (VCM). This could result in the vehicle not providing the GPS location, increasing the risk of no emergency response.

The corrective action is to complete a Total Upgrade on all affected vehicles.

**Production Dates :** MAR 24, 2016 - NOV 01, 2018

VIN Range 1 : Begin : YV1ZWA3TCK1000170	End : YV1ZWA8V1K1021462	<input checked="" type="checkbox"/> Not sequential
VIN Range 2 : Begin : YV1ZZA8TCK1000055	End : YV1ZZA8VCK1000091	<input type="checkbox"/> Not sequential
VIN Range 3 : Begin : YV1PS68BCH1000353	End : LVYPSALADKP062428	<input type="checkbox"/> Not sequential
VIN Range 4 : Begin : LVYPD10AXHP000097	End : LVYPD10D8KP102466	<input type="checkbox"/> Not sequential
VIN Range 5 : Begin : YV1PW68BCH1000111	End : YV1PWA8UCK1097127	<input type="checkbox"/> Not sequential
VIN Range 6 : Begin : YV1PZ10BCH1000079	End : YV1PZA8UCK1077010	<input type="checkbox"/> Not sequential
VIN Range 7 : Begin : YV1XZA6BCJ2000228	End : YV1XZ14V1K2097385	<input type="checkbox"/> Not sequential
VIN Range 8 : Begin : YV1UZBBDJ1000326	End : YV1UZBMTDK1280862	<input type="checkbox"/> Not sequential
VIN Range 9 : Begin : YV1LF68BCH1105080	End : YV1LFA2G2K1463616	<input type="checkbox"/> Not sequential

**Description of Defect :**

Description of the Defect : Volvo has identified that the Telematics and Driver Support Systems may not function as designed due to a software error in the Vehicle Connectivity Module (VCM).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : This could result in the vehicle not providing the GPS location, increasing the risk of no emergency response.

Description of the Cause : Timing issue identified by the supplier in the VCM software. Software deviation in the Vehicle Connectivity Module (VCM). The navigation software may be faulty, storing the wrong location of the vehicle. As a result, the location communicated automatically to the emergency center might not occur. In such cases, emergency services would not be directed to the vehicle.

Other vehicle functions connected to Vehicle Connectivity Module (VCM) such as Driver Support Systems, might be affected.

Identification of Any Warning that can Occur : At start the driver may get DIM warning messages. Lost function of GPS position in Navigation may occur.

**Supplier Identification :****Component Manufacturer**

Name : ACTIA Nordic AB

Address : Datalinjen 2  
583 30 Linköping FOREIGN STATES

Country : Sweden

**Chronology :**

- First Technical report received on 2018-10-10
- Revised software added to production vehicles on 2018-10-30
- Condition considered as Critical by CCMT\* 2018-11-01
- Field Action decision by Volvo Car Corporation 2018-11-07
- Condition detected by? (market TR\*\*, internal, inspection, testing) Market
- Number of TR with the condition, reported to Volvo Cars from NSC? 64
- Total number of cars included in TRs concerning the condition? 66
- Implementation date 2018-11-08

\*Critical Concern Management Team, \*\* technical reports

## Description of Remedy :

Description of Remedy Program : Total Software upgrade on concerned cars.

How Remedy Component Differs from Recalled Component : Old software with deviation in the Vehicle Connectivity Module (VCM).  
New improved software.

Identify How/When Recall Condition was Corrected in Production : New updated software installed in production vehicles beginning on 10/30/18.

## Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : NOV 08, 2018 - NOV 08, 2018

Planned Owner Notification Date : JAN 07, 2019 - JAN 07, 2019

\* NR - Not Reported