



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 26, 2018

Mr. Jason Guidi  
Dir. Regulatory & Compliance  
Volvo Car USA LLC  
417000 Technical & Regulatory  
1 Volvo Driver, Building B  
Rockleigh, NJ 07647

NEF-150JK  
18V-800

**Subject:** No GPS Location in the Event of a Crash

Dear Mr. Guidi:

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/S90/2017-2019  
VOLVO/V60/2017-2019  
VOLVO/V60CC/2017-2019  
VOLVO/V90/2017-2019  
VOLVO/V90CC/2017-2019  
VOLVO/XC40/2017-2019  
VOLVO/XC60/2017-2019  
VOLVO/XC90/2017-2019

**Mfr's Report Date:** November 13, 2018

**NHTSA Campaign Number:** 18V-800

**Components:**

ELECTRICAL SYSTEM: SOFTWARE

**Potential Number of Units Affected:** 17,548

**Problem Description:**

Volvo Car USA LLC (Volvo) is recalling certain 2017-2019 Volvo XC90, S90, V60, V60 Cross Country, V90, XC40, XC60, and V90 Cross Country vehicles. The software installed in the Vehicle Connectivity Module (VCM) may have an error causing the Telematics and Driver Support Systems to function improperly. As a result, the GPS will not provide location information to emergency personnel in the event of an emergency.

**Consequence:**

If the GPS location is not provided to emergency personnel it can inhibit emergency response in the event of a crash or injury.

**Remedy:**

Volvo will notify owners, and dealers will correct the software, free of charge. The recall is expected to begin January 7, 2019. Owners may contact Volvo customer service at 1-800-458-1552. Volvo's number for this recall is R39917.

**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.safercar.gov](http://www.safercar.gov).

We have received Volvo's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

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 Part 573.7, submission of the first of six 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.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement