



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 17, 2020

Mr. Jason Guidi
Dir. Regulatory & Compliance
Volvo Car USA LLC
270 Three Point Drive
Ridgeville, SC 29472

NEF-150SS
20V-144

Subject: Automatic Emergency Braking May Not Engage

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/S60/2019-2020
VOLVO/S90/2019-2020
VOLVO/V60/2019-2020
VOLVO/V60CC/2019-2020
VOLVO/V90/2019-2020
VOLVO/V90CC/2019-2020
VOLVO/XC40/2019-2020
VOLVO/XC60/2019-2020
VOLVO/XC90/2019-2020

Mfr's Report Date: March 12, 2020

NHTSA Campaign Number: 20V-144

Components:

FORWARD COLLISION AVOIDANCE: AUTOMATIC EMERGENCY BRAKING
FORWARD COLLISION AVOIDANCE: PEDESTRIAN AUTOMATIC EMERGENCY BRAKING

Potential Number of Units Affected: 121,605

Problem Description:

Volvo Cars USA LLC (Volvo Cars) is recalling certain 2019-2020 S60, V60, V60 Cross Country, S90L, V90, V90 Cross Country, XC40, XC60, and XC90 vehicles. Due to a software/hardware incompatibility, the Automatic Emergency Brake (AEB) system may not detect obstacles and engage as intended.

Consequence:

If the automatic emergency braking system does not engage as intended, it can increase the risk of a crash.

Remedy:

Volvo will notify owners, and dealers will update the Active Safety Domain Master (ASDM) software, free of charge. The recall is

expected to begin May 1, 2020. Owners may contact Volvo customer service at 1-800-458-1552. Volvo's number for this recall is R29998.

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.

As required in Part 573.6(c)(6), in the case of a defect, please amend the chronology to include all of the principal events that were the basis for the determination that the defect related to motor vehicle safety. Please provide this information as soon as possible. Be sure to identify the number of crashes and injuries that may have been a result of the issue.

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 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 Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement