



Jason Guidi

Director - Regulatory & Compliance

March 12, 2020
Subject: Recall R29998
TO: All U.S. and Canadian Volvo Retailers

VEHICLES IN RETAILER INVENTORY

It is a violation of federal law for a retailer to deliver any new Volvo that is eligible for a recall. Retailers are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000 per vehicle.

Correct all vehicles in your new vehicle inventory before delivery.

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group, has decided to launch Recall R29998 on certain Volvo S60, V60, V60CC, S90L, V90, V90CC, XC40, XC60 and XC90 MY 2019-2020.

Volvo has identified that the Active Safety Domain Master (ASDM) micro-processor can't interpret the temperature status properly from internal memory, leading to low confidence value from the camera.

ASDM quality signal may be suppressed from the camera, which leads to a downgrading of the AEB (Automatic Emergency Brake) functionality, a part of Volvo Intellisafe package.

Volvo Cars Investigations have identified that the Automatic Emergency Brake System (AEB), a part of the driver support system - IntelliSafe, may not always work due to a software issue. In an emergency situation where the driver may be inattentive or does not react to oncoming obstacles, the AEB system may not always engage which could increase the risk of collision.

Please note that the regular brake system and all other functions in these vehicles are not affected.



Description of deviations of the support function AEB.

- Auto brake against stationary objects.
- Auto brake for pedestrians and bicycles (stationary and moving).
- Reduced function of the collision warning in low speeds for stationary vehicles.
- Reduced function of the brake gain in low speeds for stationary vehicles.

The corrective action is to Perform Total Upgrade, containing updated software, on all concerned vehicles.

Driver will always have collision warning and brake support for pedestrians and bicycles, independent of speed.

Chain of event:

1. Circuit board temperature inside ASDM is between +10 to +40 deg. C
2. Customer needs to encounter a hazardous scenario (stationary vehicles, pedestrians or bicycles)
3. Driver does not react on warnings.

NOTE: No warning given for stationary vehicles in low speeds.

4. Driver is distracted and does not brake.

Volvo Cars centrally has not received any reports alleging injuries, fatalities, or crashes related to this condition.

A total of 121,606 U.S. and 11,834 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R29998 ASDM" will appear for eligible vehicles or check eligibility in TIE.
- Recall R29998 eligible vehicles must be inspected and repaired if necessary prior to customer delivery.

If you have any questions regarding your retailers affected vehicles, please send an e-mail with your retailer code and question to recalls@volvocars.com.



PORT VEHICLES

NOT all vehicles arriving from the ports will have been completed. First check vehicle eligibility in Vehicle Inquiry.

OWNER NOTIFICATION

The owner notification letters are scheduled to be mailed by late April.

PARTS / PARTS RETURN

Please refer to Parts Bulletin R29998.

No parts are required to be returned for this recall.

CLAIM SUBMISSION

Please refer to the claim submission information in the attached Quality Bulletin.

RETAILER RESPONSIBILITIES

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner. As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

If you have questions about this recall or any other field service action, please contact me or any member of the Product Safety and Compliance office.

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in black ink that reads "Jason J. Guidi".

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