



SAFETY RECALL NOTICE

VOLVO CAR USA LLC
PO Box 3757, Highland Park, MI 48203-9984

PRESORT
FIRST-CLASS
U.S. POSTAGE
PAID
VOLVO CAR



YV9AC9HL9K9999999 R29998A040220 525805-01 1

Volvo Owner
12345 USin St.
Any City, US 12345-6789



NHTSA RECALL 20V-144

April 6, 2020

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV9AC9HL9K9999999

Dear Volvo Owner,

Volvo Cars USA LLC (Volvo Cars) on behalf of Volvo Car Group, 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.

The reason for Recall R29998:

Volvo Cars Investigations have identified on certain vehicles, the automatic emergency braking system (AEB) may not apply the brakes automatically when it detects a possible collision. In addition, the system may not warn of a potential crash with a non-moving vehicle or object.

Note: The regular brake system and all other functions in the vehicle are not affected by this problem.

If the automatic emergency braking system does not engage as intended, it can increase the risk of a crash. The AEB system may not provide driver warnings and apply the brakes automatically to help avoid a crash.

What should you do now?

The corrective action is to take your vehicle to a Volvo dealer to update the Active Safety Domain Master (ASDM) software, at **no cost to you**.

Please contact your authorized Volvo retailer for an appointment without delay. This procedure will be completed at no cost and can take up to **1.5** hours to complete, however due to service scheduling your Volvo retailer may require your vehicle for a longer period. It is important that the main key fob for the vehicle is brought to the authorized Volvo retailer for your appointment.

We apologize for the inconvenience this action may cause you and we are grateful for your cooperation to perform this important operation as soon as possible. Your continued satisfaction with your Volvo is of highest importance to us.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us the updated owner information. Please refer to our contact information in this letter.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center:

1 Volvo Drive,
P.O. Box 914,
Rockleigh, NJ 07647

Or by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact us by going to <http://volvocars.us/support>.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge, and within a reasonable period of time, you may contact the NHTSA Administrator at:

National Highway Traffic Safety Administration 1200
New Jersey Avenue, SE.
Washington, DC 20590

Or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153). You may also go to their website, <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause, and we are working to have this important service completed as quickly as possible.

Sincerely,



Jason Guidi
Director – Regulatory & Compliance
1-800-458-1552