



Quality Bulletin

TITLE:

**Recall 29998: Total Upgrade Active Safety Domain Master (ASDM)
MY S60 - 2019-2020, XC60 - 2019-2020, XC40 - 2019-2020, S90L - 2019-2020,
V90 - 2019-2020, V90CC - 2019-2020, XC90 - 2019-2020, V60CC - 2019-2020,
V60 - 2019-2020 Revised 2020-03-27**

GROUP:	CAT/NO: R29998	ISSUING DEPARTMENT: Regulatory and Compliance	CAR MARKET: United States and Canada	
REVISIONS: B. Vehicles Involved, Port Vehicles			ISSUE DATE: 2020-03-13	STATUS DATE: 2020-03-27
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

“Right first time in Time”

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Revisions have been made to the following areas:

B. Vehicles Involved, Port Vehicles

A. RECALL R29998 DESCRIPTION

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 events:

1. Circuit board temperature inside ASDM is between +10 to +40°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.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR 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.

All vehicles should be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

PORT VEHICLES

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



C. PARTS INFORMATION / PARTS RETURN

Please refer to revised Parts Bulletin 8-R29998 for new updated part number information.

PARTS RETURN

No parts are required to be returned for this recall.

D. OWNER NOTIFICATION

Owner notification letters will be mailed in late April. Owners of eligible retailed vehicles that are requesting this recall to be performed should be accommodated.

E. 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 vehicle inventory for recall eligibility and repair immediately. Once the repair is complete, the vehicle may be sold or leased.

F. RETAILER RESPONSIBILITY

Please perform this recall on all vehicles. All eligible vehicles must have this recall completed prior to customer delivery.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Recall R29998 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 – Certified Tech.

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

Claim Type: R29998

Cause Code: 02

CSC Code: XW

Main OP: 97683

Failed Part:

31483292 – XC90 and XC60

31654144 – V90 and V90CC

31472405 – S90L

31676056 – XC40

31493704 – S60, V60 and V60CC

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97683	Software downloading acc. to QB R29998	1	0.7