

Part 573 Safety Recall Report

24V-010

Manufacturer Name : Volvo Car USA, LLC**Submission Date :** JAN 10, 2024**NHTSA Recall No. :** 24V-010**Manufacturer Recall No. :** R10256**Manufacturer Information :**

Manufacturer Name : Volvo Car USA, LLC

Address : 270 Three Point Drive

Ridgeville SC 29472

Company phone : 201-768-7300

Population :

Number of potentially involved : 17,409

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Volvo XC40

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population is determined by structure week May 24, 2023, start of production Model Year 2024 XC40 and the introduction of new software in production December 20, 2023. The software was corrected December 20th, 2023, and vehicles after this date have the correct software. This recall affects certain Model Year 2024 XC40 vehicles.

Production Dates : OCT 13, 2022 - DEC 20, 2023**VIN Range 1 :** Begin : YV4EH3HK0R2231209 End : YV4L12UMXR2322128 Not sequential**Description of Defect :**

Description of the Defect : A diagnostic misdetection of short to ground of the left-hand rear turn indicator will result in no function of the left-hand rear turn indicator.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result, this would fail to warn an approaching driver their intentions to turn or change travel lanes, increasing the risk of an accident.

Description of the Cause : When the indicator stalk is used, and the left rear turn indicator lamp body is energized the diagnostic function may interpret the initial current as a short to ground.

Identification of Any Warning that can Occur : A left turn indicator malfunction message will appear in the Driver information Module (DIM).

Involved Components :

Component Name 1 : Central Electronic Module (CEM) Software

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Aptiv Deutschland

Address : Wiehlphul 4

Gothenburg Foreign States 517 66

Country : Germany

Chronology :

Considered as a critical concern by CCMT 2024-01-03;

Field Service Action decision confirmed by Volvo Car Corporation 2024-01-10;

Condition detected by Market Vehicle Reports;

Number of vehicle reports with the condition, reported to Volvo Cars from the NSC 4 in November 2023.

Total number of cars included in vehicle reports concerning this condition 4;

Implementation date of Field Service Action 2024-01-11.

Extended Chronology: In November Volvo cars received the first report from the US market indicating issues with the left rear turn indicator system. During November the number of reports increased. In December the investigation was escalated to the Critical Concern Action Process (CCAP). The issue was concluded as potentially critical and the Critical Concern Management Team (CCMT) initiated a technical investigation to conclude customer symptom, risk assessment, root cause etc. On the 3rd of January the technical investigation was completed, the CCMT team took the decision to start a recall preparation as it was judged as an increased risk towards motor vehicle safety. Volvo Cars centrally has not received any reports alleging injuries, fatalities, or crashes related to this condition.

Description of Remedy :

Description of Remedy Program : To remedy concerned vehicles, Volvo Cars will update the software In the Central Electronic Module (CEM). This software update will also be available via OTA release at a later date.

If an out-of-pocket expense has been paid for prior to this repair being performed, prior to receiving this letter, customers may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please refer to Volvo Customer Care Center by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact Volvo by going to <https://volvo.custhelp/app/homeV3>.

How Remedy Component Differs from Recalled Component : The remedy component will have new CEM software introduced December 20th, 2023.

Identify How/When Recall Condition was Corrected in Production : The CEM software was corrected in production December 20th, 2023.

Recall Schedule :

Description of Recall Schedule : Remedy Notices

Planned Dealer Notification Date : JAN 10, 2024 - JAN 10, 2024

Planned Owner Notification Date : FEB 28, 2024 - FEB 28, 2024

* NR - Not Reported