



Larry Mihok

Manager, Field Service Actions

Date: 04/11/14
Subject: Volvo 1st Quarter 2014 Recall Reports

To: Ms. Kelly Schuler
Recall Management Division
Office of Defects Investigation Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Dear Ms. Schuler:

Pursuant to 49 CFR Part 573.7, enclosed is the Volvo Quarterly Recall Completion Reports for the 1st quarter of 2014.

Please contact me if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Larry Mihok".

Larry Mihok
Manager, Field Service Actions

Volvo Cars U.S.
Customer Service

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

Telephone 1-201-768-7300
www.volvocars.us



Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.6

Report Date: April 11, 2014

Calendar Quarter: 1 - 2014

Safety Recall Quarterly Report from 01/01/2014 through 03/31/2014

Manufacturer: Volvo Cars North America, LLC

Report Author: Larry Mihok Phone: (201) 768-7300 ext. 7336

Recall Subject: CEM Software Upgrade

1. NHTSA Safety Recall Campaign Number: 13V377

Also, for completeness, if your company has assigned a code number to this campaign, please provide your code: Recall R39413

2. (a) The date notification to purchasers is scheduled to begin: 10/03/13

(b) The date notification of purchasers is scheduled to be completed: 10/03/13

3. The Total Number of Vehicles Involved: 7,767

The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer).

4. (a) Total Number Inspected & Remedied: 6,097

Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: N/A

Total number of vehicles involved in the recall and inspected, but determined to NOT REQUIRE REMEDIAL or recall repair work.

5. Vehicles Determined to be Unreachable

Total Number Exported: N/A

Total Number Stolen: 0

Total Number Scrapped: 0

Total Number Unable to Notify: 69

Total Number Otherwise Unreachable: 0