CL-11466918-9300

May 16, 2022

Safety Recall Notice
Volvo Car USA LLC
Po Box 3757
Highland Park, MI 48203

Recall VIN: YV1RS5924[redacted]

To Whom It May Concern:

We received a Recall Notice dated **November 29, 2021** regarding the driver's air bag inflator may explode. I am continually told that the air bags are on back order. May 13, 2022 (six months) is my last conversation trying to get this rectified with the same response.

Why the delay and difficulty in taking care of this situation is not known. What is it going to take to have this resolved? Lives are at risk. Is it going to take a death for someone to take care of this problem?

[redacted]
San Jose, CA [redacted]

Home [redacted]
Cell:

[redacted]
U.S Department of Transportation

EA

SAFETY RECALL NOTICE

[redacted] 48203-9984

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

202865

[redacted]
San Jose, CA [redacted]

Feb 23. 2022
11:30 am
WED.

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance
with Federal Law

NHTSA

November 29, 2021

NHTSA RECALL 21V-[illegible]

IMPORTANT SAFETY RECALL
THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV1RS592472[redacted]

Dear [redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Car USA LLC (Volvo) on behalf of Volvo Car Group, has decided that a defect which relates to motor vehicle safety exists in certain model year 2001-2009 S60 and model year 2001-2006 S80 Volvo vehicles.

The reason for Recall R10125:
Volvo Cars investigations has identified a problem regarding the driver airbag. The driver's air bag inflator may explode during deployment, due to propellant degradation occurring after long-term exposure to high absolute humidity, high temperatures, and high temperature cycling.

In the event of a crash where the driver airbag is activated, the driver might be struck by sharp metal fragments from inside the inflator potentially resulting in serious injury or death.

What should you do now?
The corrective action is to replace the front driver airbag with a new airbag, **free of charge**.

Please contact your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost and can take up to one hour to complete, however due to service scheduling your Volvo retailer may require your vehicle for a longer period.

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.

3/3 Out of Air bags.
Don't know when [illegible]
receive

3/17 - Back Order
couple of months.
will call when in

4/9 - No answer
all day

Auto Nation
4[illegible]5 758-5501

[redacted]
San Jose [redacted]

SAN JOSE CA 950
17 MAY 2022 PM 4 L

U.S. Department of Transportation
1200 New Jersey Ave SE
W48-226 Washington DC
21590

20590-

Ln