



Jason Guidi

Director - Regulatory & Compliance

August 15, 2018
Subject: Recall R89898
TO: All U.S. and Canadian Volvo Retailers

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 vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000 per vehicle.

Correct all vehicles in your new vehicle inventory before delivery.

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R89898 on a **limited** number of model year 2019 XC40 vehicles.

Volvo has identified that the rear seatback lock striker(s) may not have been installed when the vehicle was manufactured.

PLEASE NOTE

The corrective action is to inspect the vehicle and verify that both rear seatback lock strikers are installed. If the rear seatback lock strikers are installed on the vehicle, no further action is necessary.

If one or both rear seatback strikers are missing, install them per the instructions below.

A total of 27 U.S. and 10 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R89898 Rear Seatback Lock Striker" will appear for eligible vehicles.
- All cars not yet delivered to end customers must be corrected prior to delivery.
- There have been no reports of incidents related to this issue.



If you have any questions concerning this recall send them to recall@volvocars.com.

OWNER NOTIFICATION

Volvo Customer Care will contact the vehicle owners and will assist with arranging appointments with the selling retailer.

PORT VEHICLES

No vehicles will be shipped from the ports with this recall not completed.

PARTS / PARTS RETURN

Please refer to Parts Bulletin 85-R89898.

CLAIM SUBMISSION

Please refer to the claim submission information in the attached Quality Bulletin.

RETAILER RESPONSIBILITIES

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner.

As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

If you have questions about this recall or any other field service action, please contact me or any member of the Product Safety and Compliance office.

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in black ink that reads "Jason J. Guidi".

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