



Jason Guidi

Director - Regulatory & Compliance

September 05, 2018
Subject: Recall R39901
TO: All U.S. 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 (Volvo) on behalf of Volvo Car Group, has decided to launch Recall R39901 on a **limited** number of model year 2019 XC60 T8 vehicles.

Volvo has identified that the charge cord may have been manufactured with an incorrect capacitor that could pose a risk of a thermal event and/or present a shock hazard.

The corrective action is to inspect the charge cord serial number and compare it to the R39901 Concerned Serial Number list in TIE per the attached instructions, and replace it if necessary.

IMPORTANT

Do not use the charge cord on any vehicle eligible for this recall until it is inspected.

Volvo Customer Care will contact vehicle owners directly and will assist in making service appointments with the selling retailer. Vehicle owners will need to bring the charge cord with them when visiting the retailer for this recall.

All replaced charge cords will need to be returned to the Technical Material Analysis department.

A total of 35 U.S. vehicles are eligible for this recall.



Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R39901 Charge Cord" 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 vehicle owners directly and will assist in making service appointments with the selling retailer. Vehicle owners will need to bring the charge cord with them when visiting the retailer for this recall.

PORT VEHICLES

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

PARTS / PARTS RETURN

Please refer to Parts Bulletin 37-R39901.

All replaced charge cords will need to be returned to the Technical Material Analysis department.

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,

Jason Guidi
Director - Regulatory & Compliance
201-768-7300
jason.guidi@volvocars.com