



SAFETY RECALL NOTICE

VOLVO CAR USA LLC
PO Box 3757, Highland Park, MI 48203-9984

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



YV4AC2HL6K777777R89898D666666 523242-01 1

Volvo Owner
12345 USin St.
Any City, US 12345-6789



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



October 12, 2018

NHTSA RECALL 18V535

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV4AC2HL6K777777

Dear Volvo Owner,

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 2019 XC40 vehicles.

The reason for Recall R89898:

Volvo has identified that on certain vehicles the rear seatback lock strikers may not have been installed during the manufacturing process. In the event of a crash, an unlocked seatback could increase the risk of injury to the seat occupants.

Your authorized Volvo retailer will inspect and if necessary install the rear seatback lock strikers.

What you need to do:

Please contact your authorized Volvo retailer for an appointment to complete this recall at **no cost to you**. The inspection procedure can take up to 10 minutes, and installation of the lock strikers if necessary can take up to 1.5 hours to complete. **However, the time your Volvo retailer requires to service your vehicle may be slightly longer depending on the vehicle.**

If you had previously paid for this repair to be performed, prior to receiving this letter, you 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 the Volvo Customer Care Center contact information in this letter.

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 below.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center:

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

Or by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact us by going to <http://volvo.custhelp.com/>.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge, and within a reasonable period of time, you may contact the NHTSA Administrator at:

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.
Washington, DC 20590

Or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153). You may also go to their website, <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause, and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,

A handwritten signature in blue ink that reads "Bill Casey". The signature is written in a cursive style.

Bill Casey
Director Customer Care