



# SAFETY RECALL NOTICE

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

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



AB1C23DE4F5678901 -X98765Y012345 654321-01 3

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



## IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
With Federal Law



December 03, 2018

**NHTSA RECALL 18V800**

### IMPORTANT SAFETY RECALL

**THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: AB1C23DE4F5678901**

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 2017 – 2019 XC90, S90, V60CC, V90, XC40, V60, XC60, V90CC vehicles.

#### **The reason for Recall R39917:**

Volvo has identified that on certain vehicles, the Telematics and Driver Support Systems may not function as designed due to a software error. In the event of a crash, this could mean that the Emergency Assist system would not alert Volvo and provide the GPS coordinates of the vehicle. This could create a risk of no response from emergency services.

Your authorized Volvo retailer will update the software in the Vehicle Connectivity Module (VCM).

#### ***What you need to do:***

Please contact your authorized Volvo retailer for an appointment. The repair procedure will be **performed at no cost** and can take up to 1.0 hour 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://volvocars.us/support>.

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,



Bill Casey  
Director Customer Care