



Jason Guidi

Director - Regulatory & Compliance

March 20, 2019
Subject: Recall R19931
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 R19931 on certain model year 2018 – 2019 XC60 and S90 vehicles.

Volvo has identified that the drivers and passengers front seat rail rear flange nuts may be missing. This condition can compromise the front seat structure and position, and increase the risk of injury to the seat occupants in a crash.

The corrective action is to inspect the driver and passenger front seat rail rear flange nuts and verify that they are installed. If the flange nuts are installed no further action is necessary. If flange nuts are missing install them per the attached instructions.

A total of 2,297 U.S. and 6 Canadian vehicles are eligible for this recall.

PARTS AVAILABILITY

Volvo anticipates most vehicles eligible for this recall will need an inspection only. Please only order as needed to ensure adequate stock for all retailers.



Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R19931 Front Seat Rail Flange Nuts" will appear for eligible vehicles.
- All vehicles 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

The owner notification letters are scheduled to be mailed by mid-May.

PORT VEHICLES

All vehicles from the ports must be checked for any incomplete recalls or service campaigns or service upgrades prior to delivery.

PARTS / PARTS RETURN

Please refer to Parts Bulletin R19931.

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 Guidi".

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