

SAFETY RECALL NOTICE

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

PRESORT
FIRST CLASS
U.S. POSTAGE
PAID
VOLVO CAR



LYVA2 [REDACTED] R19931A666666 524153-01 2

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



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



NHTSA RECALL 19V220

April 30, 2019

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: LYVA22 [REDACTED]

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 2018 – 2019 XC60 and S90 vehicles.

The reason for Recall R19931:

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.

Your authorized Volvo retailer will 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 the flange nuts are missing, your Volvo retailer will install them.

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 30 minutes 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