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Vincent D'Auria

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Senior Manager Product, Safety & Compliance - Regulatory & Compliance

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December 17, 2020

Subject: Recall R10029

TO: All U.S. and Canadian Volvo Retailers

**UPDATE – A second owner notification letter was sent out December 9<sup>th</sup>, 2020 that will notify the owner of this recall, instructing them to contact their Volvo retailer and request an appointment to have this repair completed.**

#### **NEW 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.**

#### **USED VEHICLES IN RETAILER INVENTORY**

VCUSA is ordering the stop-delivery of affected vehicles in VCUSA, auction and retailer inventory until the recalled item can be repaired. Stopping the delivery of affected used vehicles until the recall is complete is consistent with Volvo's commitment to safety. Additionally, while Federal law does not prohibit the sale of used vehicles with open recalls, the sale of such cars could violate certain state laws and create liability on behalf of the retailer.

#### **What does this mean for customers?**

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

#### **When will this be resolved?**

VCUSA is making every effort to expedite parts to complete the recall. Please refer to Parts Bulletin "Recall R10029: Seat Belt Parts Allocation Various Impacted Models" dated 12-11-2020.

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Recall R10029 on model year 2007 – 2018 S60 Series, V60 Series, S80 Series, XC60, XC70 and V70 vehicles.



Volvo has identified an issue with breakage/fatigue of the steel cable, which is mounted on the outboard side of the front seats and connected to the front seat belts, can overtime suffer from wear and fatigue if repeatedly bent over the seat cushion, this may result in permanent elongation. Fatigue to the cable could lead to insufficient cable strength to support seat belt function during crash and in a worst case could result in reduced or no seat belt restraint function.

The corrective action is to replace the seat belt fastener.

A total of 307,910 U.S. and 24,057 Canadian vehicles are eligible for this recall.

### **PARTS AVAILABILITY**

Please refer to Parts Bulletins.

### **WHAT SHOULD YOUR CUSTOMERS DO NOW?**

Until the vehicle has been repaired, we recommend that the customer secure that the seat belt fastening is in a vertical position, aligned with the backrest (see pictures), so that it will not be bent over the seat cushion when entering the seat. This will reduce the risk of damage of the seat belt fastening.

The seat belt lower fixing buckle rests in a position that is past the bolster of the seat



During entry, this "buckle" is permitted to fold over the lower cushion repeatedly



Seatbelt folded over onto the bottom of the seat

This can be avoided by placing the seatbelt as above before entry and exit



### **Vehicle eligibility must be confirmed:**

- Warranty Vehicle Inquiry: Where the message Eligible for "Recall R10029 Seat Belt Fastener - Confirm VDN" will appear for eligible vehicles. F4 = History from the main Inquiry menu **must** be selected to confirm Recall R10029 has not been completed.
  - Eligibility can also be confirmed in TIE.
  - TIE must be checked to confirm each vehicles VDN code.

VDN Code EI02: end fitting 1 side (driver's side) only must be installed.

VDN Code EI04: end fittings 2 sides must be installed.



- 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.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs must be completed. If you have any questions concerning this recall send them to [recall@volvocars.com](mailto:recall@volvocars.com).

### **OWNER NOTIFICATION**

A first owner notification letter was sent out December 9<sup>th</sup>, 2020 that will notify the owner of this recall, instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

### **PORT VEHICLES**

No eligible vehicles are in the ports.

### **PARTS / PARTS RETURN**

Please refer to Parts Bulletin. Additional information regarding parts return will be addressed when available. Please do not discard parts. For instances where a seat belt extender may be required after the repair to accommodate the owner, please refer to SMB 001A "Seat Belt Extender" for part ordering information.

### **CLAIM SUBMISSION**

Please refer to claim submission information as outlined in the 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 up-most 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 blue ink, appearing to read "Vincent D'Auria".

Vincent D'Auria

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