



VINCENT D'AURIA

Senior Manager Product, Safety & Compliance - Regulatory & Compliance

August 25, 2020
Subject: Recall R10044
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 R10044 on certain Volvo XC60 2018-2020.

Volvo has identified that the front windshield wiper arm fixation nut to the spline joint has been assembled with low torque. This may cause unusual noise for the customer if the wiper arm should come in contact with the edge of the hood. It might also cause reduced or no wiping function.

The corrective action is to re-torque the nuts to 38 Nm for the wiper arm fixation joint on all concerned vehicles.

Please be aware that no parts are needed, just re-torque of the existing nuts.

Volvo Cars centrally has not received any reports alleging injuries, fatalities, or crashes related to this condition.

A total of U.S. 86,877 and 9,867 Canadian vehicles are eligible for this recall. Vehicle eligibility must be confirmed:



Vehicle Inquiry – Vehicle Warranty where the message "Recall R10044 Front Wiper Nut" will appear for eligible vehicles or check eligibility in TIE.

- Recall R10044 eligible vehicles must be inspected and repaired if necessary prior to customer delivery.

If you have any questions regarding your retailers affected vehicles, please send an e-mail with your retailer code and question to recalls@volvocars.com.

PORT VEHICLES

NOT all vehicles arriving from the ports will have been completed. First check vehicle eligibility in Vehicle Inquiry.

OWNER NOTIFICATION

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

PARTS / PARTS RETURN

No parts are required for this recall.

CLAIM SUBMISSION

Please refer to the claim submission information 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 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 blue ink, appearing to read "Vincent D'Auria".

Vincent D'Auria
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