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Vincent D'Auria

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Senior Manager Product, Safety & Compliance - Regulatory & Compliance

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November 4, 2020  
Subject: Recall R10058  
TO: All U.S. Volvo Retailers

**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 dealer 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. More information will be available in the coming months.

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Recall R10058 on model year 2001 – 2003 S60 Series and S80 Series vehicles.

Volvo has identified that in the event of a crash with a driver airbag activation, the propellant inside the driver airbag may rupture. This condition could render the driver to be struck by fragments of metal from the inflator.

The corrective action is to replace the Driver Airbag.

A total of 54,124 U.S. vehicles are eligible for this recall.



### **PARTS AVAILABILITY**

At this time parts to correct affected vehicles are not available for this repair. Please be assured that Volvo is working to secure the needed replacement parts as soon as possible.

Volvo is expecting to have parts in stock for the S60 MY01-03 and S80 MY02-03 by mid-1st Quarter 2021 and for S80 MY01 mid-4<sup>th</sup> Quarter 2021.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R10058 Driver Airbag" will appear for eligible vehicles.
- All cars not yet delivered to end customers must be corrected prior to delivery.

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 will be sent out early January 2021 that will notify the owner of this recall, and the lack of available parts at this time. When parts availability improves, a second letter will be mailed to owners 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**

Defective parts will be required to be sent back to Volvo for disposal. Parts return information will be communicated as soon as it's available.

### **CLAIM SUBMISSION**

Claim submission information will be communicated as soon as it is available.

### **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 upmost 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 that reads "Vincent D'Auria".

Vincent D'Auria

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