



# SAFETY RECALL NOTICE

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

PRESORT  
FIRST-CLASS  
U.S. POSTAGE  
PAID  
VOLVO CAR



**YV9AC9HL9K9999999** R10044A091720 526395-01 1

Volvo Owner  
12345 USin St.  
Any City, US 12345-6789



## IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
With Federal Law



September 30, 2020

**NHTSA RECALL 20V503**

### IMPORTANT SAFETY RECALL

**THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV9AC9HL9K9999999**

Dear Volvo Owner,

Volvo Cars USA LLC (Volvo Cars) on behalf of Volvo Car Group, is recalling certain 2018-2020 XC60 vehicles. Due to a too low torque on the nuts holding the front windshield wiper arms in position, there is a risk of the nuts to loosen and not hold the wiper arms in correct position.

#### The reason for Recall R10044:

Volvo Cars Investigations have identified on certain vehicles, that the front windshield wiper arm fixation nut has been assembled with low torque. This may cause unusual noise if the windshield wiper arms should come in contact with the edge of the hood. It might also cause reduced or no wiping function, and vision could be impaired. This may increase the risk of a crash.

#### What should you do now?

The corrective action is to take your vehicle to a Volvo retailer to tighten the nuts holding the front windshield wiper arms in position at **no cost to you**.

Please contact your authorized Volvo retailer for an appointment without delay. This procedure will be completed at no cost and can take up to **30 minutes** to complete, however due to service scheduling your Volvo retailer may require your vehicle for a longer period.

We apologize for the inconvenience this action may cause you and we are grateful for your cooperation to perform this important operation as soon as possible. Your continued satisfaction with your Volvo is of highest importance to us.

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 in this letter.

***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,  
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.

To learn more about Volvo safety recalls, scan the QR Code below or visit us at:  
<https://www.volvocars.com/us/own/additional-choices/recall-information>



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 are working to have this important service completed as quickly as possible.

Sincerely,

A handwritten signature in blue ink, appearing to read "Vincent D'Auria". The signature is written in a cursive style and is positioned above the printed name and title.

Vincent D'Auria  
Senior Manager Product, Safety & Compliance - Regulatory & Compliance  
1-800-458-1552