



# SAFETY RECALL NOTICE

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

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



1

YV9ED9UR9M999999 R10029C120321 528476-01

Volvo A. Owner  
13245 Main St.  
Any City, US 12345-6789



## IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
with Federal Law



January 10, 2022

**NHTSA RECALL 20V-378**

### IMPORTANT SAFETY RECALL

**THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV9ED9UR9M999999**

Dear Volvo A. 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 2007-2018 60 Series, 70 Series, and 80 Series vehicles.

#### The reason for Recall R10029:

Volvo Cars investigations have identified a problem regarding the front seat belt fastening, mounted on the outboard side of the front seat. The front seat belt fastening cable, may suffer from wear and fatigue if repeatedly bent over the seat cushion. This could cause damage to the cable, which could result in reduced or no seat belt restraint function, increasing the risk of injury during a crash.

Until your vehicle has been repaired, we recommend that the driver and passenger 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



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



Seatbelt folded over onto the bottom of the seat

In December 2020, a notice was mailed to inform you that parts for replacement of the seat belt fastener were available and to schedule an appointment to have the recall performed, **free of charge**. Our records indicate

that this recall repair has not been completed and it is imperative that you have your seat belt fastener replaced, free of charge, to avoid serious injury.

**Recall action: R10029**

The corrective action is to replace the front driver and passenger seat belt fastener with a new fastener, free of charge.

Please contact your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost and can take up to **one** hour 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:

1800 Volvo Place  
Mahwah, NJ 07430

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 1-800-327-4236 (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,  
  
Senior Manager Product, Safety and Compliance - Regulatory & Compliance  
1-800-458-1552