



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 R10029A072420 526144-01 1

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



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



August 29, 2020

NHTSA RECALL 20V-378

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV9AC9HL9K9999999

Dear Volvo 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 S60 Series, V60 Series, S80 Series, XC60, XC70 and V70 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 under certain circumstances, 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.

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

Volvo Car USA, LLC
270 Three Point Drive
Ridgeville, SC 29472-7373
volvocars.us

Recall action: R10029

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

Unfortunately at this time, replacement parts are not available for this repair. Please be assured that Volvo is working to secure the needed replacement seat belt fastener as soon as possible. Estimated time for parts in stock is end of November, 2020. We will send you a second notification letter as soon as the new replacement fastener is available.

Please contact your authorized Volvo retailer to schedule an appointment after the end of November, 2020. 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.

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 1-800-327-4236 (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,

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 and Compliance – Regulatory & Compliance
1-800-458-1552