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Senior Manager Product, Safety & Compliance - Regulatory & Compliance

July 7, 2021

Subject: Recall R10093

TO: All U.S. and Canadian Volvo Retailers

UPDATE: SOFTWARE NOW AVAILABLE

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?

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10093 on certain model year 2016-2020 XC90 "Excellence" vehicles.

Volvo Cars investigations have identified that when liquid/droplets are present on the rear seat control panel, there's a risk that the signal to the display is maintained and perceived by the system as a "constant" touch. While engaging the front seat passenger control panel, this may result in that the selected operation for front seat is engaged until reaching its end position even after removing finger from the screen.

In a worst-case scenario, this may cause the front passenger seat to move back as far as possible. The rear passenger may become trapped by the front seat without the ability to cancel the seat's movement, increasing risk of injury.

To remedy the concerned vehicles, Volvo Cars needs to update the software for the rear seat control display which will remove the possibility for "long activation of rear seat display touch buttons" by setting a maximum activation time.

The corrective action is to update the software for the rear seat control panel.



A total of 162 U.S. and 30 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall R10093 Control Panel" will appear for eligible vehicles, F4+History from the main Inquiry menu must be selected to confirm Recall R10093 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10093 eligible vehicles not yet delivered to end customers must be corrected prior to delivery.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaigns or Service Action repairs must be completed. If you have any questions concerning this recall or your retailers affected vehicles, please send an e-mail with your retailer code to recall@volvocars.com.

OWNER NOTIFICATION

An owner notification letter will be sent out that will notify the owner of this recall and that the software needed to repair the vehicle is not available at this time. A second customer notification will be mailed in July, instructing them to contact their Volvo retailer and request an appointment.

PORT VEHICLES

No port vehicles are affected.

PARTS / PARTS RETURN

Because this software update will be performed with a remote take-over with the Retailer Technical Support team, no parts will need to be claimed/ordered. No parts required.

QUALITY BULLETIN INSTRUCTIONS

Please refer to **SPECIAL** Quality Bulletin Instructions to set-up an appointment to perform the software download "Remote Take Over".

CLAIM SUBMISSION

Refer to Quality Bulletin for claim submission.

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 that reads "Vincent D'Auria".

Vincent D'Auria

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