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September 14, 2021  
Subject: Recall R10111  
TO: All U.S. and Canadian Volvo Retailers

**UPDATE 9/14/21 - All eligible VINs have been marked. Eligible for "Recall R10111 Seat Belt Retractor" will appear when Warranty Vehicle Inquiry is checked and Seatbelt Retractor when TIE is checked to confirm eligibility. The VIN range originally listed on 9/1/21 included in the retailer letter should no longer be used to determine eligibility. Claims with RO dates 9/14/21 and later will only be accepted for eligible VINs.**

**NOTE: The Cause Code and CSC have been updated when submitting for op 09120 (refer to QB for claiming).**

#### **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 \$22,723 per violation. Correct all vehicles in your new vehicle inventory before delivery.**

#### **USED VEHICLES IN RETAILER INVENTORY**

Volvo Car USA is ordering the stop-delivery of affected vehicles in auction and retailer 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 R10111 on certain model year 2021-2022 XC40, XC60, S60, V60, V60CC, V90, V90CC and XC90 vehicles.

Volvo Cars investigations have identified that there may be a risk that certain seat belts with the Automatic Locking Retractor (ALR) have not been produced according to specifications and may result in early deactivation of locking feature used to tightly secure a child restraint system/seat.

The subject seat belt assemblies have a feature that converts the retractor from an emergency locking retractor (ELR) to an automatic locking retractor (ALR). The seat belts convert to the ALR mode after the webbing has been fully withdrawn from the retractor. The system is designed so that as the seat belt



is released into the retractor, the ALR function remains active so a child restraint seat can be tightly secured. However, in certain seat belt assemblies the ALR function deactivates early before the webbing is fully retracted.

This noncompliance does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats.

With child restraint seats, which the vehicle owner elects to use the seat belt to secure the child restraint seat instead of the LATCH system, if the seat belt is not lockable, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

To remedy the concerned vehicles, Volvo Cars needs to inspect and perform a functionality test. If necessary, the affected seat belts will be replaced with a seatbelt assembly that contains ALR levers that were manufactured according to production specifications.

A total of 19,066 U.S., 83 Puerto Rico and 2,862 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall R10111 Seat Belt Retractor" will appear for eligible vehicles, F4+History from the main Inquiry menu must be selected to confirm Recall R10111 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10111 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](mailto:recall@volvocars.com).

Vehicle Inquiry – Warranty Vehicle Inquiry systems (QW90) are currently being loaded with the recall VINs and information and may not accurately identify a vehicle as eligible for R10111 at this time.

#### **OWNER NOTIFICATION**

An owner notification letter will be sent out that will notify the owner of this recall.

#### **PARTS / PARTS RETURN**

Please review Parts Bulletin R10111 once available.

We **STRONGLY RECOMMEND** you **DO NOT ORDER** replacement parts until the vehicle has been inspected and checked. Due to very low predicted failure rate and parts availability, as well as multiple part numbers dependent on Model, Model Year, Seat Belt Color and Seat Belt Position, **DO NOT ORDER any parts before the confirmed faulty ALR.**

**REPLACED PARTS WILL BE REQUESTED TO BE SENT BACK TO TMA FOR TESTING/ANALYSIS.** Information will be made available on QB/Parts Bulletin.



### **CLAIM SUBMISSION**

Claim submission instructions will be made available in the Quality Bulletin.

### **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, appearing to read "Vincent D'Auria".

Vincent D'Auria

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