



SAFETY RECALL NOTICE

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

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



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YV4ED3UR1M777777 R10078032221 527354-01

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



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



NHTSA RECALL 21V-109

March 26, 2021

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV4ED3UR1M7777777

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 2021 XC40 Recharge vehicles.

The reason for Recall R10078:

Volvo Cars investigations has identified that there is a risk of a software problem that could cause the Battery Energy Control Module (BECM) to reset. This can cause the High Voltage system to disconnect while driving. If this happens, there could be a sudden loss of power to the wheels. Full steering and brake capability remain.

A loss of power to the wheels could increase the risk of a crash or serious injury.

What should you do now?

The corrective action is to take your vehicle to a Volvo retailer to perform a Software Upgrade at no cost to you.

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 Volvo Customer Relations:

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,

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 of the sender.

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