



SAFETY RECALL NOTICE

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

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



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YV9ED9UR9M999999 R10128120921 528474-01

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



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
with Federal Law



December 13, 2021

NHTSA RECALL 21V-881

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 2021 XC40 BEV Volvo vehicles.

The reason for Recall R10128:

Volvo Cars investigations have identified that there may be a loose or missing bolt in the front engine compartment securing a cross member bracket for the electrical motor.

If the bolt is not correctly torqued, it may loosen over time resulting in noise and vibration. There may be a risk of decreased protection and an increased risk of injury in the event of a crash.

Recall action: R10128:

The corrective action is to replace the cross-member bracket and install new bracket bolts, **free of charge**.

Please contact your authorized Volvo retailer to schedule an appointment for the repair to be completed. 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:

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 and title.

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