



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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R1022504132023 530079 01

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



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
with Federal Law



NHTSA RECALL 23V-188

April 24, 2023

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: [REDACTED]

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 on behalf of Volvo Car Group, have decided that a defect, which relates to motor vehicle safety, exists in certain model year 2023 S60, V60CC, XC60, XC90, XC40 and C40 vehicles.

The reason for Recall R10225:

A Telematics and Connectivity Antenna Module (TCAM) software error mis detects a communication failure and displays an “e-call service required” message on the Driver Information Module (DIM). As a result, if there is an actual issue in the e-Call system, the driver will not get any extra warnings other than the already displayed false message, which could delay an emergency response during a crash, increasing the risk of injury.

Recall action: R10225:

The corrective action is to perform a Software Upgrade, **free of charge**.

The release of this software will not be available via over-the-air (OTA). However, you can have this software upgrade performed at your authorized Volvo retailer. 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 had previously paid for this repair to be performed, prior to receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please refer to Volvo Customer Care Center contact information in this letter.

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 1-888-327-4236 (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/v/own/recall>



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