



Jason Guidi

Director - Regulatory & Compliance

January 18, 2019
Subject: Recall R89910
TO: All U.S. and Canadian Volvo Retailers

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.

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group, has decided to launch Recall R89910 on certain model year 2018 – 2019 XC60 vehicles equipped with a Power Operated Tailgate (POT).

Volvo has identified that the tailgate lifting arms (Drive Units) under certain conditions and cold temperatures may freeze. If this would occur, it may lead to noise or loss of function when operating the tailgate in freezing conditions with risk of separation of the tailgate lifting arms. In worst case scenario, this may result in complete separation of tailgate lifting arms with spring detaching and projecting in a rearward direction with significant force resulting in risk for personal injury.

The corrective action is replacement of the tailgate lifting arms with an improved design part.

PARTS AVAILABILITY

Parts availability is very limited at this time. Please refer to the attached Parts Bulletin for the latest parts information.



WHAT SHOULD YOUR CUSTOMERS DO NOW?

If your customer experiences noise or have separation of the tailgate lifting arms when operating the tailgate, or in the event of the tailgate lifting arms being bent or the tailgate doesn't close properly, they should not open or close the tailgate.

If your customer does not have any of the above described symptoms, they can use the tailgate until they receive a second notification letter that will instruct them to schedule an appointment with their Volvo retailer for this repair.

A total of 43,150 U.S. and 3,728 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R89910 Tailgate Lift Arms" will appear for eligible vehicles.
- All cars not yet delivered to end customers must be corrected prior to delivery.
- There have been no reports of incidents related to this issue.

If you have any questions concerning this recall send them to recall@volvocars.com.

OWNER NOTIFICATION

A first owner notification letter will be sent out immediately that will notify the owner of this recall and the lack of available parts at this time. When parts availability improves, a second letter will be mailed to owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

PORT VEHICLES

All vehicles from the ports must be checked for any incomplete recalls or service campaigns or service upgrades prior to delivery.

PARTS / PARTS RETURN

Please refer to Parts Bulletin 83-R89910.

CLAIM SUBMISSION

Please refer to the claim submission information in the attached 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 black ink that reads "Jason Guidi". The signature is written in a cursive style.

Jason Guidi
Director - Regulatory & Compliance
201-768-7300
jason.guidi@volvocars.com



Quality Bulletin

TITLE:

**Recall R89910: Tailgate Lift Arms (Drive Units)
Model Year 2018 – 2019 XC60**

| | | | | | |
|---|--------------------------|--|---------------------------|--|-----------------------------------|
| GROUP: | CAT/NO: R89910 | ISSUING DEPARTMENT: Warranty | | CAR MARKET: United States and Canada | |
| REFERENCE BULLETINS: PB 83-R89910 | | | | ISSUE DATE: 2019-03-26 | STATUS DATE: 2019-03-26 |
| Service Personnel: Read and initial | | SERVICE MANAGER | SERVICE WRITER | WARRANTY ADMINISTRATOR | Page 1 of 4 |
| | | | | | |

“Right first time in Time”

BULLETIN REFERENCE PB 83-R89910

- A. RECALL R89910 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION/PARTS RETURN**
- D. OWNER NOTIFICATION**
- E. VEHICLES IN RETAILER INVENTORY**
- F. RETAILER RESPONSIBILITY**
- G. CAMPAIGN REIMBURSEMENT PROCEDURES**
- H. TECHNICIAN COMPETENCY REQUIREMENT**
- I. RETAILER ALLOWANCE**

Bulletin Changes – Updated sections “C” and “I” claim submission information for Bent Lift Arms

A. RECALL R89910 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group, has decided to launch Recall R89910 on certain model year 2018 – 2019 XC60 vehicles equipped with a Power Operated Tailgate (POT).

Volvo has identified that the tailgate lifting arms (drive units) under certain conditions and cold temperatures may freeze. If this would occur, it may lead to noise or loss of function when operating the tailgate in freezing conditions with risk of separation of the tailgate lifting arms. In worst case scenario, this may result in complete separation of tailgate lifting arms with spring detaching and projecting in a rearward direction with significant force resulting in risk for personal injury.

The corrective action is replacement of the tailgate lifting arms with an improved design part.

A total of 43,150 U.S. and 3,728 Canadian vehicles are eligible for this recall.



PARTS AVAILABILITY

Parts availability is very limited at this time. Please refer to the attached Parts Bulletin for the latest parts information.

WHAT SHOULD YOUR CUSTOMERS DO NOW?

If your customer experiences noise or have separation of the tailgate lifting arms when operating the tailgate, or in the event of the tailgate lifting arms being bent or the tailgate doesn't close properly, they should not open or close the tailgate.

If your customer does not have any of the above described symptoms, they can use the tailgate until they receive a second notification letter that will instruct them to schedule an appointment with their Volvo retailer for this repair.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry - Vehicle Warranty where the message "Recall R89910 Tailgate Lift Arms" will appear for eligible vehicles or check eligibility in TIE.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs must be completed.

If you have any questions concerning this recall send them to recall@volvocars.com.

C. PARTS / PARTS RETURN

Please refer to Parts Bulletin 83-R89910.

Bent lift arms are required to be returned to TMA.

PORT VEHICLES

All vehicles from the ports must be checked for any incomplete recalls or service campaigns or service upgrades prior to delivery.

D. OWNER NOTIFICATION

A first owner notification letter will be sent out immediately that will notify the owner of this recall and the lack of available parts at this time. When parts availability improves, a second letter will be mailed to owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

E. 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.



Quality Bulletin R89910

F. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Recall R89910 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 - Certified Tech.

I. RETAILER ALLOWANCE

REPLACE TAILGATE LIFT ARMS ONLY

Claim Type: R89910
Cause Code: 02
CSC Code: XW
Main OP: 97627
Failed Part: 32136006

| <u>Operation Number</u> | <u>Repair Description</u> | <u>Qty</u> | <u>Labor Time</u> |
|-------------------------|--------------------------------|------------|-------------------|
| 97627 | Replace Tailgate Lift Arms (2) | 1 | 0.4 |

NEW CLAIM NEEDED

EXTRA TIME TO REPLACE TAILGATE LIFT ARMS ONLY IF BENT

Requires submission of a Warranty TIE Case

Select from Dropdown – Concern Area Warranty

Include pictures of bent lift arms

Reference Warranty TIE Case number in this warranty claim

Claim Type: 01
Cause Code: 10
CSC Code: 1C
Main OP: 97628
Failed Part: 32136006

| <u>Operation Number</u> | <u>Repair Description</u> | <u>Qty</u> | <u>Labor Time</u> |
|-------------------------|-------------------------------------|------------|-------------------|
| 97628 | Controlled Dismantling of Bent Arms | 1 | 0.3 |

Quality Bulletin R89910



Special tools listed below may ONLY be claimed one time per dealer under claim type 01

- Claim type 01
- Customer Symptom code -- 1C -- Administrative
- Failure Code -- 98 -- Volvo Program
- Sublet Operation 08065 - R89910 **LOCALLY SOURCED TOOLS**

SPECIAL TOOLS

| | Qty | Part Number | Notes |
|-----------------|------------|--------------------|-----------------|
| Felt Tape | 1 | 1985620 | Wurth Product |
| Rope | 2 | 1/2 inch x 30 foot | Locally Sourced |
| Heavy Duty Tarp | 1 | 10MM 12 FT X 15 FT | Locally Sourced |



Volvo Car Customer Service

QB Instruction R89910

| | | | |
|---------------|---|--------------|-------|
| Title | Inspection and replacement of "drive units", tailgate lift arms | Page: | 1 (5) |
| Action | | | |

| Issue | Date | Reason |
|-------|---------|-------------|
| 1 | 2019-01 | First issue |
| | | |

Affected vehicles

| Year | Model | Engine | Transmission | Steering | Chassis number |
|------|-------|--------|--------------|----------|----------------|
| 2018 | XC60 | | | | |
| 2019 | XC60 | | | | |
| | | | | | |

Materials

| Materials | Qty. | Part number | Notes |
|------------------------|------|-------------|-------|
| Spindle drive/lift arm | 2 | 32136006 | |
| | | | |

Special tools

| | Qty. | Part number | Notes |
|-----------------|------|------------------|-----------------|
| Felt tape | 1 | 1985620 | Wurth product |
| Rope | 2 | ½ in x 30 ft | Locally sourced |
| Heavy duty tarp | 1 | 10mm 12ft x 15ft | Locally sourced |

Use tape on the metal eyelets in the tarp to prevent paint damage.



Please note that we have 3 different conditions, see attached pictures "Instruction OK Not OK".

Condition 1, OK



Condition 2, Not OK



Condition 3, Not OK



-Condition 1, replace the lifting arms according to VIDA VCC-370949-5.

-Condition 2, Adjust and fasten the outer tube according to attached document "Instruction". Then replace the lifting arms according to VIDA, VCC-370949-5

-Condition 3, with a bent lifting arm(s) follow the attached "VIDEO". Cover the tailgate, open and close the tailgate until the bent lifting arm(s) is broken. Replace the lifting arms according to VIDA, VCC-370949-5.

NOTE: The video illustrate the use of shackles to secure the ropes to the handle. The method should be done without shackles by tying the ropes around handle and securing with a double knot. Use tape on the metal eyelets in the tarp to prevent paint damage.

Inspection, Removal, Installation

1.

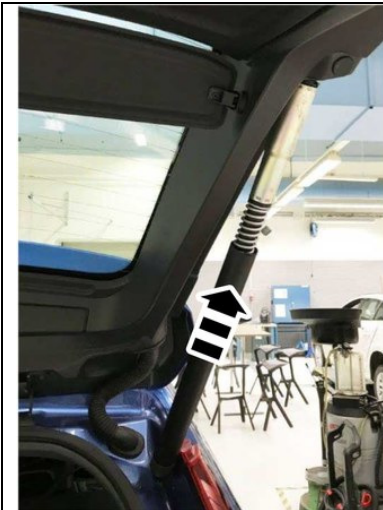


Condition 1

If motor, power operated tailgate looks according to image, both dampers are to be replaced according to Vida:

Motor, power operated tailgate

2.



Condition 2

Warning: Do not close tailgate.

If motor, power operated tailgate looks according to image, the tailgate must not be closed.

Lift up the outer tube and secure it so that the outer tube does not slide down.

Both lift arms are to be replaced according to Vida:

Motor, power operated tailgate

Inspection, Removal, Installation

3.



Condition 3

Warning: Do not operate the tailgate.

Warning: Make sure that there are no people behind the vehicle when you perform this operation

If motor, power operated tailgate looks according to image, the tailgate must not be closed.

When dismantling the broken lift arms see attached instruction video in QB-R89910 in TIE. **Note: Use tape on the metal eyelets in the tarp to prevent paint damage.**

Then both lift arms are to be replaced according to Vida:

Motor, power operated tailgate

4.



Condition 3

Warning: Do not operate the tailgate.

Warning: Make sure that there are no people behind the vehicle when you perform this operation.

If motor, power operated tailgate looks according to image, do not operate tailgate.

When dismantling the broken lift arms see attached instruction video in QB-R89910 in TIE. **Note: Use tape on the metal eyelets in the tarp to prevent paint damage.**

Then both lift arms are to be replaced according to Vida:

Motor, power operated tailgate

| |
|--|
| |
|--|



Parts Bulletin

TITLE:

**Recall R89910: Tailgate Lift Arms
Model Year 2018-2019 XC60**

| | | | | |
|---|--------------------------|--|--|-----------------------------------|
| GROUP: 8 | CAT/NO: R89910 | REFERENCE BULLETINS: QB-R89910 | CAR MARKET: United States and Canada | |
| COPY TO / CIRCULATIONS (PLEASE INITIAL): | | | ISSUE DATE: 2019-04-05 | STATUS DATE: 2019-04-05 |
| GENERAL MANAGER | PARTS MANAGER | SERVICE MANAGER | SALES MANAGER | |
| | | | | Page 1 of 2 |

“Right first time in Time”

UPDATE: Revised US ordering instructions for 32136006

Reference Bulletins: QB-R89910

Following up on the Parts Bulletin dated March 22, 2019 regarding the above referenced part number:

As described in the referenced Parts Bulletin, Volvo PS&L removed the order block on March 25, 2019, and instituted a maximum daily order quantity of 10 units per day per retailer.

PS&L also reserved the right to re-institute the ordering block in the event that the DC inventory position became critically low.

On Monday, April 1, 2019, several DCs ran out of stock on this item as they waited for their scheduled replenishments. As a result, PS&L exercised the option to block ordering on the part until the stock situation could be stabilized.

The DCs have received their weekly stock replenishment, and as of this morning (Friday, April 5, 2019), PS&L has cancelled out the backorders that had accumulated since the block was re-instituted, **reset the maximum daily order quantity to 6 units per retailer per day**, and once again removed the order block.

The change in the maximum daily order quantity is meant to ensure that the DC inventory will not be completely exhausted as quickly as it was when the limit was set to 10. If the ordering behavior allows the network inventory levels to remain stable, the limit can be raised back to prior level.

Parts Bulletin R89910



Volvo PS&L will continue to monitor the remaining inventory, and still reserves the right to place the order block back on the part number if it is determined that the inventory is entering a critical shortage situation. PS&L will also reserve the right to limit access to open ordering if there are any abuses of the established ordering system that would create an unfair or unreasonable disparity in access to the parts between retailers.



SAFETY RECALL NOTICE

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

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



YV4AC2HL6K777777-R89910A020719 523856-01 1

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



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



February 15, 2019

NHTSA RECALL 19V046

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV4AC2HL6K777777

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 (Volvo) on behalf of Volvo Car Group, has decided that a defect which relates to motor vehicle safety exists in certain model year 2018 – 2019 XC60 vehicles equipped with a Power Operated Tailgate.

The reason for Recall R89910:

Volvo Cars investigations have identified that the tailgate lifting arms under certain conditions and cold temperatures may freeze. If this would occur, it may lead to noise or loss of function when operating the tailgate in freezing conditions with risk of separation of the tailgate lifting arms.

In certain cases, this may result in complete separation of tailgate lifting arms with spring detaching and projecting in a rearward direction with significant force resulting in risk for personal injury.

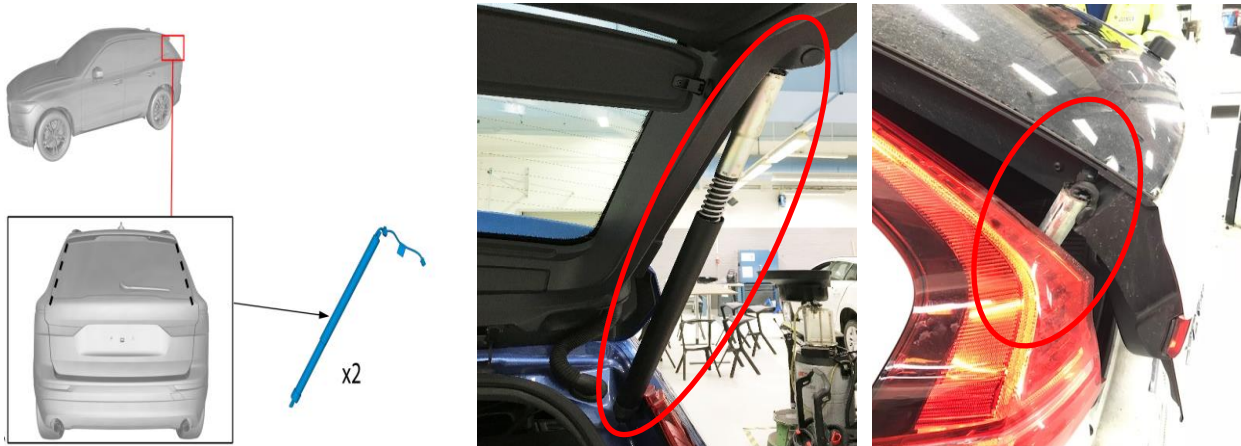
The corrective action is replacement of the tailgate lifting arms with an improved design part **at no cost to you**.

Unfortunately at this time, replacement parts are not available for this repair. Please be assured that Volvo is working to secure the needed replacement lifting arms as soon as possible. We will send you a second notification letter as soon as the replacement lift arms are available.

What should you do now?

If you experience noise or have separation of the tailgate lifting arms when operating your tailgate, or in the event of the tailgate lifting arms being bent or the tailgate doesn't close properly, do not open or close the tailgate. Please contact your Volvo retailer immediately for assistance.

If you do not have any of the above described symptoms, you can use the tailgate until you receive a second notification letter that will instruct you to schedule an appointment with your Volvo retailer for this repair.



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:

1 Volvo Drive,
P.O. Box 914,
Rockleigh, NJ 07647

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.

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,

Bill Casey
Director Customer Care



AVISO DE RETIRO DE PRODUCTO DE SEGURIDAD

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

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



YV4AC2HL6K777777-R89910B021919 523919-01 L

Volvo Owner
12345 USin St.
Any City, PR 12345-6789



RETIRO DE PRODUCTO DE SEGURIDAD IMPORTANTE



Emitido de conformidad
con las leyes federales



15 de febrero de 2019

RETIRO DE PRODUCTO 19V046 DE NHTSA

RETIRO DE PRODUCTO DE SEGURIDAD IMPORTANTE

ESTE AVISO CORRESPONDE A SU VEHÍCULO, VIN: YV4AC2HL6K7777777

Estimado propietario de un Volvo:

Se le envía este aviso en cumplimiento con los requisitos de la Ley Nacional de Seguridad de Tráfico y Vehículos Automotores (National Traffic and Motor Vehicle Safety Act).

Volvo Car USA LLC (Volvo) en nombre de Volvo Car Group, ha decidido que existe un defecto relacionado con la seguridad de vehículos automotores en ciertos vehículos XC60 del modelo de los años 2018 y 2019, equipados con compuerta trasera eléctrica.

El motivo del retiro de producto R89910:

Las investigaciones de Volvo Car identificaron que los brazos de elevación de la compuerta trasera, en ciertas condiciones y con temperaturas frías, pueden congelarse. Si esto ocurriera, podría causar ruidos o pérdida de la función al operar la compuerta trasera en condiciones de frío intenso, con riesgo de que se separen los brazos de elevación de la compuerta trasera.

En ciertos casos, esto puede provocar la separación total de los brazos de elevación de la compuerta trasera, con desprendimiento del resorte y proyección hacia atrás con fuerza considerable, que provoque un riesgo de lesiones personales.

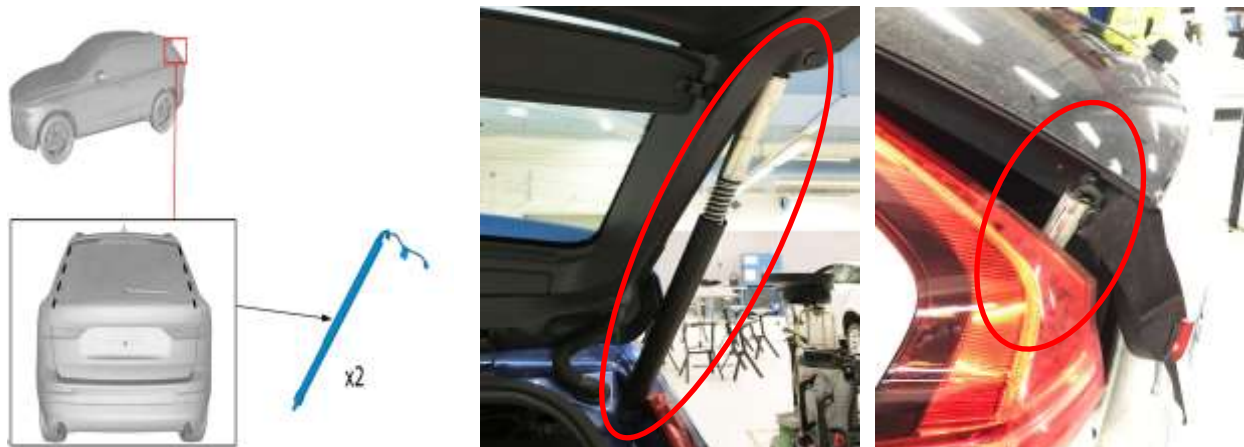
La medida correctiva es el reemplazo de los brazos de elevación de la compuerta trasera, por una pieza con diseño mejorado, **sin costo para usted.**

Lamentablemente, en este momento, no hay piezas de repuesto disponibles para esta reparación. Tenga la seguridad de que Volvo trabaja para garantizarle que obtenga los brazos de elevación de repuesto necesarios, lo antes posible. Le enviaremos una segunda carta de notificación en cuanto estén disponibles los brazos de elevación de repuesto.

¿Qué debe hacer ahora?

Si experimenta ruidos o separación de los brazos de elevación de la compuerta trasera cuando opera su compuerta trasera, o en caso de que los brazos de elevación se doblen o la compuerta no cierre correctamente, no abra ni cierre la compuerta trasera. Comuníquese de inmediato con su vendedor de Volvo para solicitar asistencia.

Si no experimenta ninguno de los síntomas descritos arriba, puede usar la compuerta hasta recibir una segunda carta de notificación que le indicará que programe una cita con su vendedor de Volvo para esta reparación.



Si ya no es propietario del vehículo indicado en esta carta, le rogamos nos ayude a actualizar nuestros registros al enviarnos la información actualizada del propietario actual. Utilice la información de contacto que aparece en esta carta.

Comuníquese:

Si tiene alguna pregunta, póngase en contacto con su vendedor de Volvo. Si el vendedor no puede responder sus preguntas, comuníquese con el Centro de Atención al Cliente de Volvo:

1 Volvo Drive,
P.O. Box 914,
Rockleigh, NJ 07647

O por teléfono al 1-800-458-1552, las 24 horas del día, los 7 días de la semana. También puede comunicarse con nosotros a través de <http://volvo.custhelp.com/>.

Hemos notificado a la Administración Nacional de Seguridad del Tráfico en las Carreteras (NHTSA) que estamos realizando este retiro de producto. Si no le es posible lograr que le realicen este procedimiento sin costo y dentro de un período razonable, puede comunicarse con el Administrador de la NHTSA a la siguiente dirección:

Administración Nacional de Seguridad del Tráfico en las Carreteras (NHTSA)
1200 New Jersey Avenue, SE.
Washington, DC 20590

O puede llamar a la línea gratuita de Seguridad Vehicular al 1-888-327-4236 (TTY: 1-800-424-9153). También puede visitar su sitio web en <http://www.safercar.gov>.

La ley federal exige que todo arrendador de vehículos que reciba este aviso de retiro de producto debe reenviar una copia al arrendatario en un plazo máximo de 10 días.

Su seguridad y satisfacción continua con su Volvo y la organización Volvo son muy importantes para nosotros. Nos disculpamos por cualquier inconveniente causado, y trabajaremos para coordinar que este servicio importante se realice lo antes posible.

Atentamente,

Bill Casey
Director de Atención al Cliente



February 2019

VIN:
Recall Campaign: R89910

IMPORTANT RECALL NOTICE

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act.

Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided that a defect which relates to motor vehicle safety exists in certain model year 2018 - 2019 XC60 vehicles equipped with a Power Operated Tailgate.

The reason for Recall R89910:

Volvo Cars investigations have identified that on certain vehicles equipped with a power operated tailgate, the tailgate lifting arms could freeze and fail. This could create noise and cause the tailgate to stop working. It could also cause the tailgate lifting arms to separate. If the tailgate arms separate, a spring may be projected rearward and create a risk of injury.

Your authorized Volvo retailer will replace the tailgate lifting arms with an improved design part.

What you need to do:

Please contact your authorized Volvo retailer for an appointment to complete this recall at **no cost to you**. The repair procedure can take up to 1.0 hour to complete. **However, the time your Volvo retailer requires to service your vehicle may be slightly longer depending on the vehicle.**

If you previously paid to have this corrective action performed, prior to the date on this letter, your authorized Volvo retailer will honor your receipt with a refund. Please contact your authorized Volvo retailer service department for details.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us updated owner information using the contact information below.

Please contact:

If you have any questions, please contact your authorized Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care at 1-800-663-8255, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST or by e-mail at vclcust@volvoforlife.com. You may also write to us at 9130 Leslie St. Suite 101, Richmond Hill, Ontario, Canada L4B 0B9.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

We have advised Transport Canada that we are conducting this recall.

Thank you for being a member of the Volvo family. We hope you will appreciate our efforts to continually provide you with updated information of importance to your safety and the quality of your Volvo vehicle.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel Martin". The signature is fluid and cursive, with a large loop at the end.

Daniel Martin
Director, Customer Service



Février 2019

NIV :

Rappel : R89910

IMPORTANT : AVIS DE RAPPEL

Cher propriétaire d'un véhicule Volvo,

Le présent avis vous est acheminé conformément aux exigences de la *Loi sur la sécurité automobile*.

Volvo Car Canada Ltée (Volvo), au nom de Volvo Car Group, a convenu que certains XC60 des années-modèles 2018 et 2019 équipés d'un hayon à commande électrique présentaient un défaut pouvant affecter la sécurité.

Raison du rappel R89910

Volvo a identifié que sur certains véhicules équipés du hayon à commande électrique, les vérins du hayon pourraient se figer et cesser de fonctionner. Ceci pourrait créer du bruit et faire en sorte que le hayon ne fonctionne plus. Cela pourrait également entraîner la séparation des vérins du hayon. Si les vérins du hayon se séparent, un ressort peut être projeté vers l'arrière et créer un risque de blessure.

Votre concessionnaire Volvo autorisé remplacera les vérins du hayon par une pièce de conception améliorée.

Voici ce que vous devez faire :

Communiquez avec votre concessionnaire Volvo autorisé pour prendre rendez-vous afin d'effectuer ce rappel **sans frais pour vous**. La procédure de réparation peut prendre jusqu'à 1 heure. **Toutefois, le temps requis par votre concessionnaire Volvo pour procéder à la réparation pourrait prendre un peu plus de temps, selon le véhicule.**

Si vous avez déjà payé pour faire effectuer cette réparation préalablement à la date indiquée dans la présente lettre, votre concessionnaire Volvo autorisé vous remboursera ces frais sur présentation du reçu. Veuillez communiquer avec le département du service de votre concessionnaire Volvo autorisé pour tous les détails.

Si vous n'êtes plus le propriétaire du véhicule dont il est question dans la présente lettre, aidez-nous à mettre à jour nos dossiers en communiquant avec nous aux coordonnées ci-après pour mettre à jour ces renseignements.

Communiquez avec nous

Pour toute question, veuillez communiquer avec votre concessionnaire Volvo autorisé. S'il n'est pas en mesure de répondre à vos questions, communiquez avec le service à la clientèle de Volvo au 1-800-663-8255, du lundi au vendredi, de 8 h 30 à 17 h, HNE, ou par courriel à l'adresse vclcust@volvoforlife.com. Vous pouvez également nous écrire à l'adresse : 9130, rue Leslie, bureau 101, Richmond Hill, Ontario, Canada L4B 0B9.

Conformément aux lois fédérales, les bailleurs de véhicules qui reçoivent le présent avis de rappel doivent en acheminer une copie aux locataires dans les dix jours. Le bailleur est la personne ou l'entité qui est propriétaire, tel que précisé dans le titre de propriété du véhicule, d'au moins cinq véhicules loués.

Nous avons informé Transports Canada du présent rappel.

Merci de faire partie de la famille Volvo. Nous faisons toujours tout en notre pouvoir pour vous transmettre les renseignements importants les plus récents concernant votre sécurité et la qualité de votre véhicule Volvo.

Cordialement,

A handwritten signature in black ink, appearing to read "Daniel Martin". The signature is fluid and cursive, with a large loop at the end.

Daniel Martin
Directeur, Service à la clientèle