



Jason Guidi

Director - Regulatory & Compliance

August 22, 2018
Subject: Recall R59899
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 R59899 on a **limited** number of model year 2019 XC40 vehicles.

Volvo has identified that the brake pedal may have been incorrectly riveted during the manufacturing process, and could result in the brake pedal moving out of position. If this condition would occur, it may lead to reduced braking performance, increasing the risk of a crash.

The corrective action is to inspect the brake pedal per the attached instructions, and replace it if necessary.

IMPORTANT

Volvo Customer Care will contact vehicle owners and instruct them to stop driving their vehicle immediately. Customer Care will work with the selling retailer to arrange an inspection of the brake pedal at the owner's location for retailers that have that capability, or towing to the retailer for inspection and replacement if necessary of the brake pedal.

The expense for inspections at the owner's location, towing or a loaner vehicle if necessary is claimable as a sublet.



A total of 71 U.S. and 47 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R59899 Brake Pedal Inspection" 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

Volvo Customer Care will contact vehicle owners and instruct them to stop driving their vehicle immediately. Customer Care will work with the selling retailer to arrange an inspection of the brake pedal at the owner's location for retailers that have that capability, or towing to the retailer for inspection and replacement if necessary of the brake pedal.

PORT VEHICLES

No vehicles will be shipped from the ports with this recall not completed.

PARTS / PARTS RETURN

Please refer to Parts Bulletin 52-R59899.

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".

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



RECALL R59899: BRAKE PEDAL INSPECTION

MODEL YEAR 2019

MODEL: XC40

DATE: 08/22/18

MARKET – U.S. AND CANADA

ISSUING DEPARTMENT: WARRANTY

BULLETIN REFERENCE PB 52-R59899

- A. RECALL R59899 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**

A. RECALL R59899 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R59899 on a **limited** number of model year 2019 XC40 vehicles.

Volvo has identified that the brake pedal may have been incorrectly riveted during the manufacturing process, and could result in the brake pedal moving out of position. If this condition would occur, it may lead to reduced braking performance, increasing the risk of a crash.

The corrective action is to inspect the brake pedal per the attached instructions, and replace it if necessary.

IMPORTANT

Volvo Customer Care will contact vehicle owners and instruct them to stop driving their vehicle immediately. Customer Care will work with the selling retailer to arrange an inspection of the brake pedal at the owner's location for retailers that have that capability, or towing to the retailer for inspection and replacement if necessary of the brake pedal.

The expense for inspections at the owner's location, towing or a loaner vehicle if necessary is claimable as a sublet.

A total of 71 U.S. and 47 Canadian vehicles are eligible for this recall.

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 R59899 Brake Pedal Inspection" will appear for eligible vehicles or check eligibility in TIE.

All vehicles should be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should 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 52-R59899.

PORT VEHICLES

No vehicles will be delivered from the ports without having this recall performed.

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

D. OWNER NOTIFICATION

Volvo Customer Care will contact vehicle owners and assist with arranging for the vehicle to be towed to the selling retailer, for inspection and replacement if necessary of the brake pedal.

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.

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 R59899 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 (LONG FORM APPLICATION)

Claim Type: R59899

Cause Code: 02

CSC Code: XW

Main OP: 99921

Failed Part: 32212358

INSPECTION

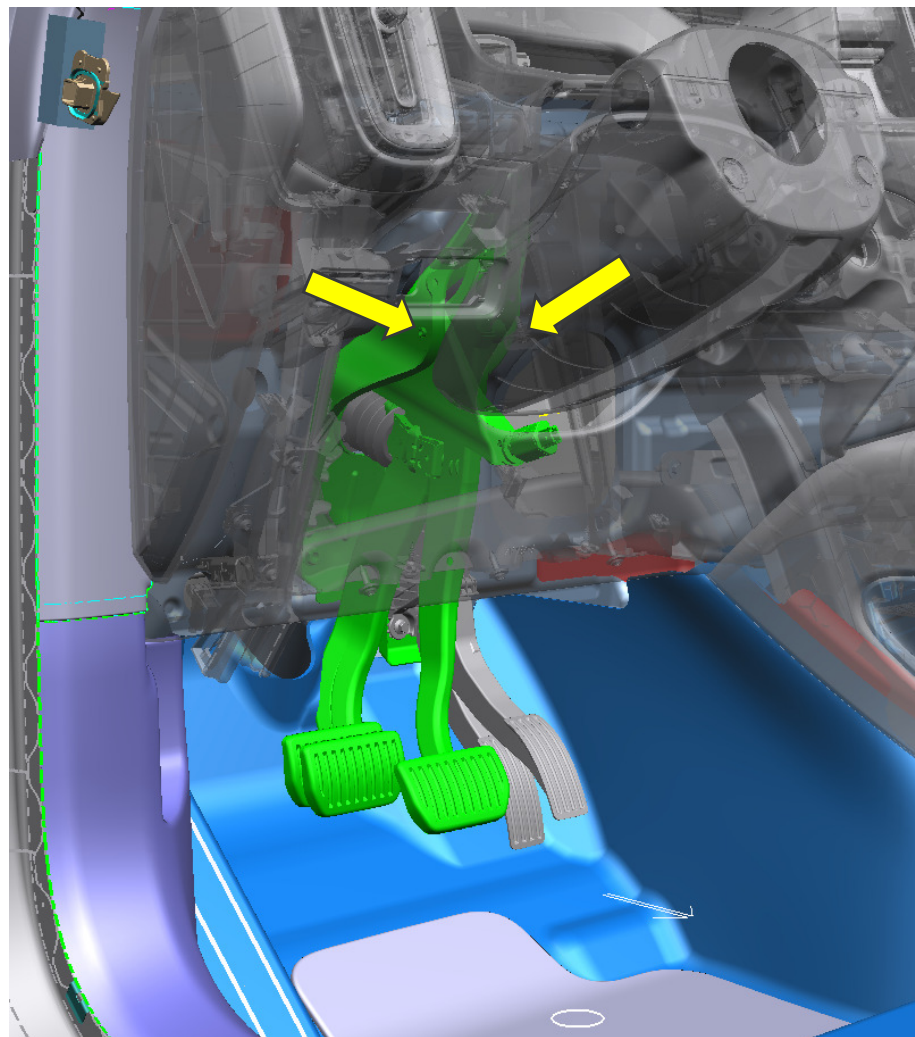
Operation Number	Repair Description	Qty	Labor Time
99921	Inspect Brake Pedal	1	0.1

BRAKE PEDAL REPLACEMENT IF NEEDED

Operation Number	Repair Description	Qty	Labor Time
97614	Brake Pedal Replacement	1	0.8
99400	Transfer Brake Pedal Pad (R-Design only)	1	0.1
97083	Sublet for Towing, on-site inspection, loaner if necessary	1	-

XC40 Brake Pedal rivet check

Orientation view

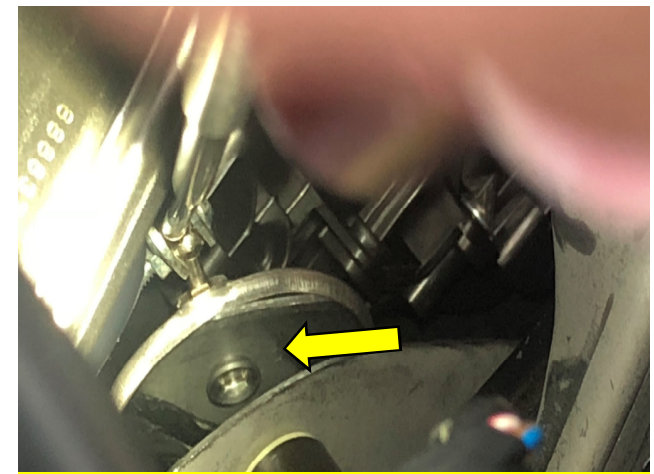
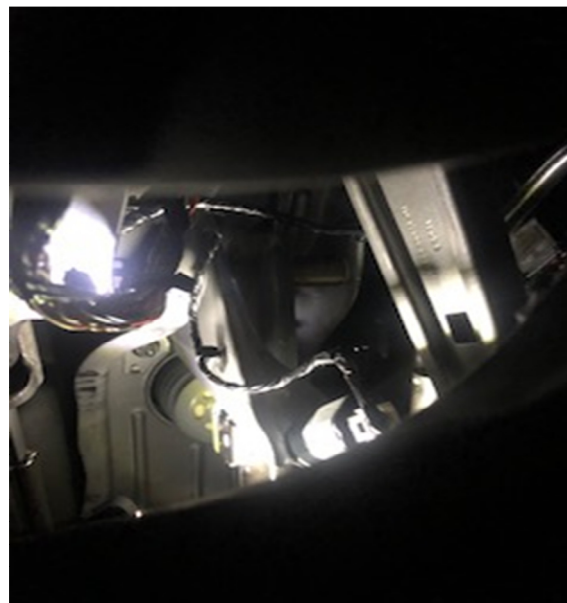


**Visual inspection
with mirror**



Steering column pulled up

Looking through the column area Looking into the mirror at rivet

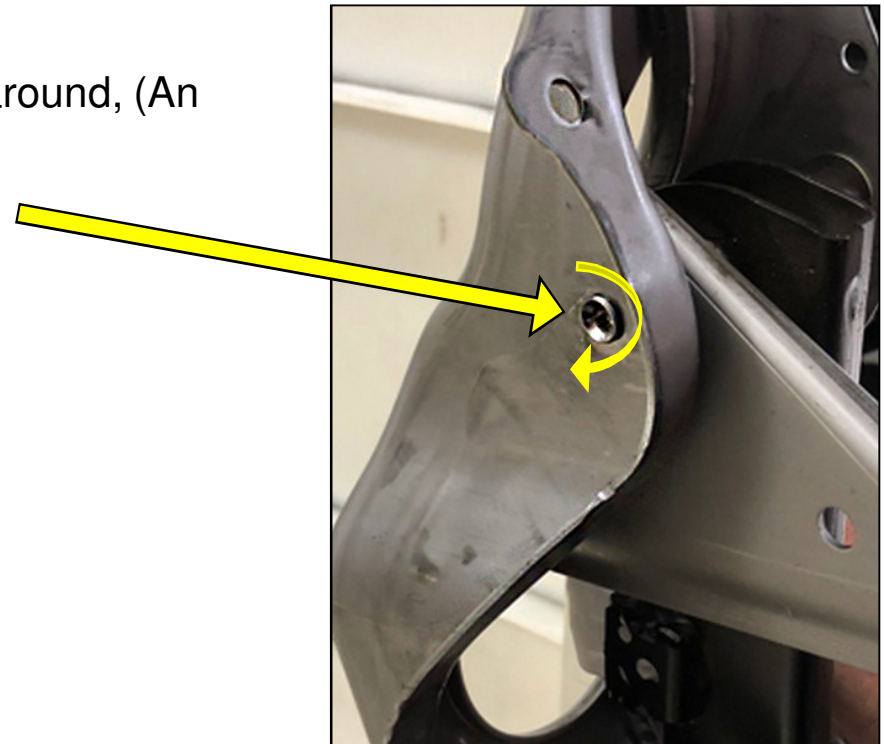


Check whether a solid flange is existing
on both sides, (1 occasional crack on
rivets are judged OK)

Check both sides of brake box with mirror for visual inspection



- Look at the perimeter for each rivet, both sides.
- Make sure that there is a solid flange all the way around, (An occasional crack is judged OK)
- Look at the inside for a circular shape





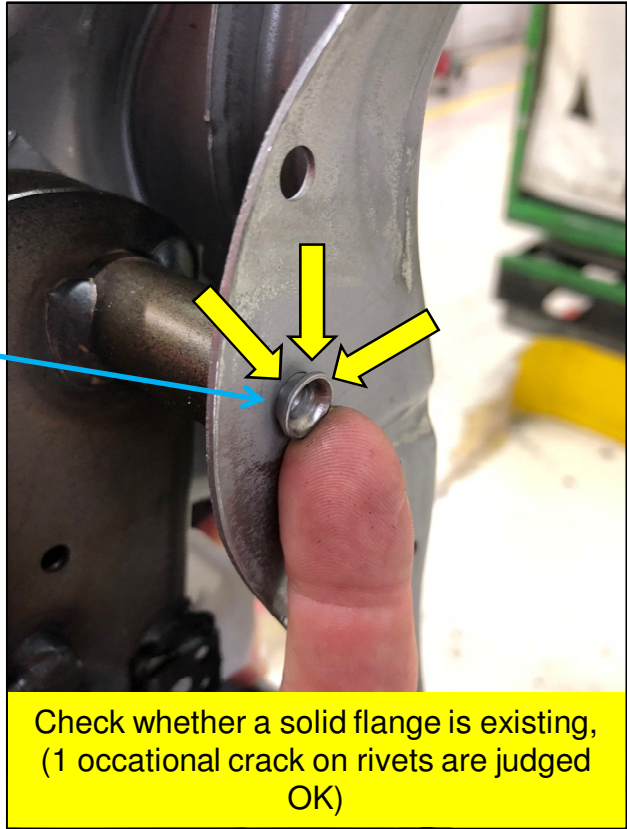
Orientation view



OK
Rivet with 1 crack

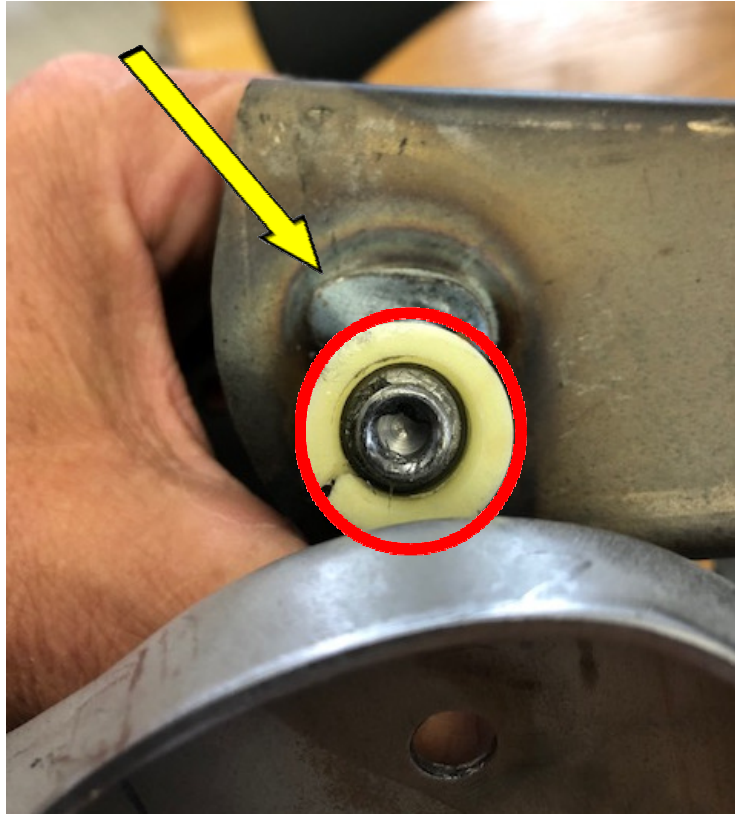


Orientation view



OK
Rivet with 1 crack

NOK





NOK



PARTS BULLETIN

Subject: R59899: Brake Pedal Inspection	Group: 52	No: R59899
2019 XC 40	Market: US & Canada	
		Date: 8/22/18

Reference Bulletin QB R59899

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R59899 on a **limited** number of model year 2019 XC40 vehicles.

Volvo has identified that the brake pedal may have been incorrectly riveted during the manufacturing process, and could result in the brake pedal moving out of position. If this condition would occur, it may lead to reduced braking performance, increasing the risk of a crash.

The corrective action is to inspect the brake pedal per the attached instructions, and replace it if necessary.

A total of 71 U.S. and 47 Canadian vehicles are eligible for this recall.

The following part number applies:

Part Number	Description	Qty
32212358	Brake Pedal	1

We have very limited stock of brake pedals at this time. To place an order for a vehicle with a verified brake pedal defect, contact Parts Support (Option 2) and provide them with the vehicle's VIN number. They will then release the part to you.



SAFETY RECALL NOTICE

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

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



YV4162UL4K777777 R59899A555555 523248-01 L

Volvo Owner
12345 Main St.
Any City, US 48212-6789



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



NHTSA RECALL 18V554

October 12, 2018

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV4162UL4K7777777

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 2019 XC40 vehicles.

The reason for Recall R59899:

Volvo has identified that on certain vehicles the brake pedal may not have been fastened correctly during manufacturing, and could result in the brake pedal moving out of position. If this were to occur, it may lead to reduced braking performance, increasing the risk of a crash causing injury and/or damage to property.

Your authorized Volvo retailer will inspect the brake pedal and replace it if necessary.

DO NOT DRIVE YOUR VEHICLE UNTIL THE REPAIR HAS BEEN COMPLETED

What you need to do:

Please contact your authorized Volvo retailer for an appointment to complete this recall at **no cost to you**. The inspection procedure can take up to 10 minutes, and replacement of the brake pedal if necessary can take up to 1.5 hours to complete. **However, the time your Volvo retailer requires to service your vehicle may be slightly longer depending on the vehicle. Since we advise against driving your vehicle until this free repair is performed, Volvo will cover the towing expense to the nearest retailer. If you need assistance with towing, please contact your local authorized Volvo retailer.**

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 the 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 below.

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://volvo.custhelp.com/>.

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 appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,

A handwritten signature in blue ink that reads "Bill Casey". The signature is written in a cursive style.

Bill Casey
Director Customer Care