



Jason Guidi

Director - Regulatory & Compliance

March 20, 2019
Subject: Recall R19931
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 R19931 on certain model year 2018 – 2019 XC60 and S90 vehicles.

Volvo has identified that the drivers and passengers front seat rail rear flange nuts may be missing. This condition can compromise the front seat structure and position, and increase the risk of injury to the seat occupants in a crash.

The corrective action is to inspect the driver and passenger front seat rail rear flange nuts and verify that they are installed. If the flange nuts are installed no further action is necessary. If flange nuts are missing install them per the attached instructions.

A total of 2,297 U.S. and 6 Canadian vehicles are eligible for this recall.

PARTS AVAILABILITY

Volvo anticipates most vehicles eligible for this recall will need an inspection only. Please only order as needed to ensure adequate stock for all retailers.



Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R19931 Front Seat Rail Flange Nuts" will appear for eligible vehicles.
- All vehicles 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

The owner notification letters are scheduled to be mailed by mid-May.

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 R19931.

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

VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: Recall R19931: Front Seat Rail Flange Nuts Model Year 2018 - 2019 XC60 & S90				
GROUP:	CAT/NO: R19931	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada
REFERENCE BULLETINS: PB R19931			ISSUE DATE: 2019-03-20	STATUS DATE: 2019-03-20
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
			Page 1 of 7	

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BULLETIN REFERENCE PB R19931

- A. RECALL R19931 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 R19931 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R19931 on certain model year 2018 – 2019 XC60 and S90 vehicles.

Volvo has identified that the drivers and passengers front seat rail rear flange nuts may be missing. This condition can compromise the front seat structure and position, and increase the risk of injury to the seat occupants in a crash.

The corrective action is to inspect the driver and passenger front seat rail rear flange nuts and verify that they are installed. If the flange nuts are installed no further action is necessary. If flange nuts are missing install them per the attached instructions.

A total of 2,297 U.S. and 6 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 R19931 Front Seat Rail Flange Nuts” 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 R19931.

Volvo anticipates most vehicles eligible for this recall will need an inspection only. Please only order a limited number of flange nuts to ensure adequate stock for all retailers.

PORT VEHICLES

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

D. OWNER NOTIFICATION

The owner notification letters are scheduled to be mailed by mid-May.

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 R19931 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 1 - Quality Tech.



Quality Bulletin R19931

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

Claim Type: R19931
Cause Code: 02
CSC Code: XW
Main OP: 98600
Failed Part: 30622683

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
98600	Flange Nut Inspection/Installation for Front Seat	1	0.2



Volvo Car Customer Service

QB Instruction VCC-516729-1

Title	Front Seat Rail Flange Nuts	Page	1 (4)
Action	Inspection	Operation number:	98600-2

Issue	Date	Reason
1	2019-03	First issue

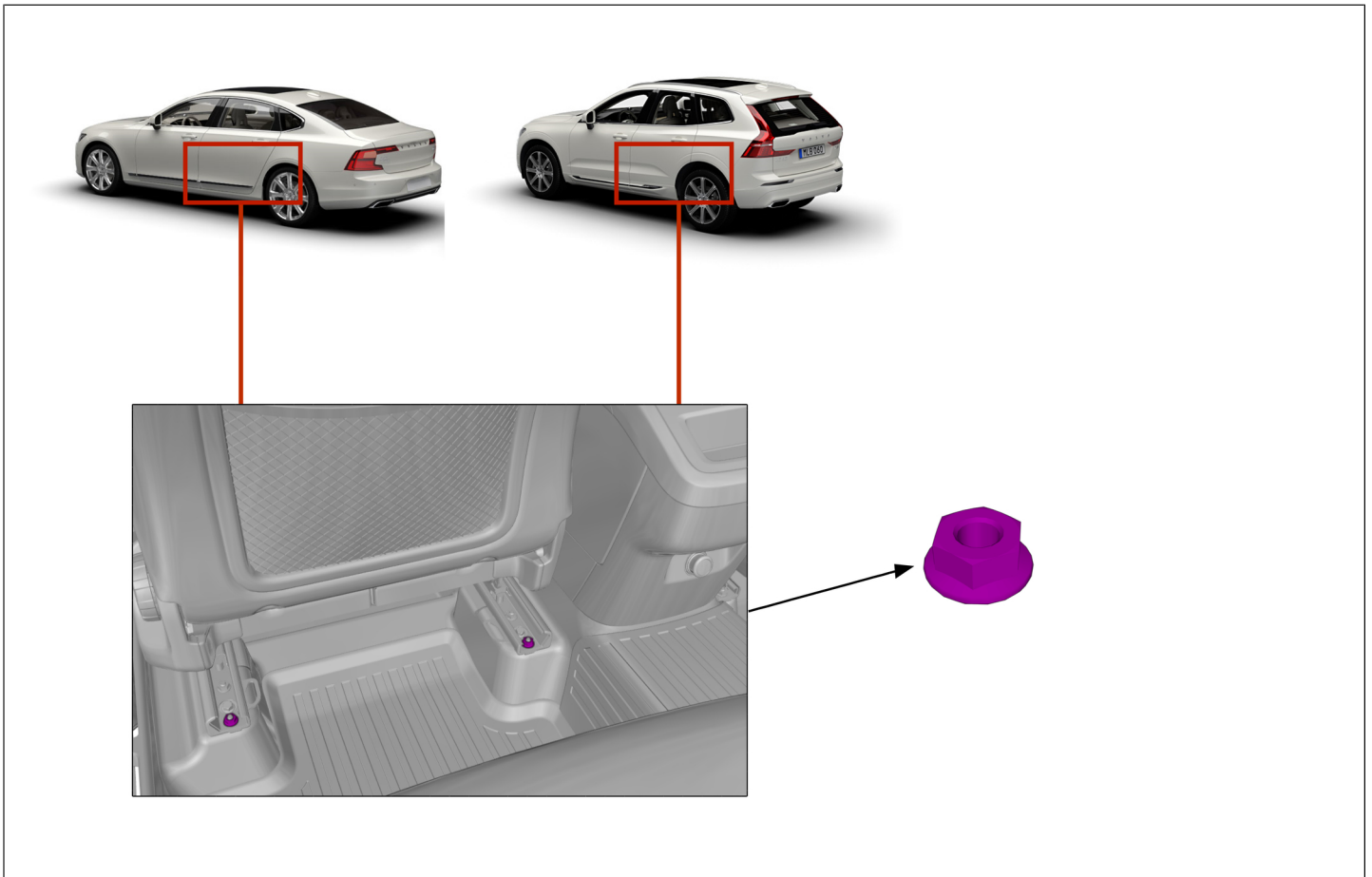
Affected vehicles

Model year	Model
2019	XC60 (18-)
2019	S90L

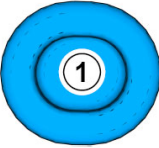
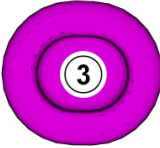
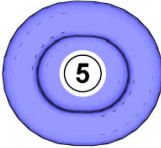
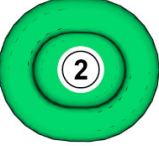
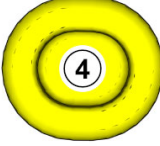

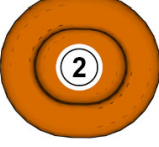
Materials

Materials	Qty.	Part No.	Notes
Flange nut	1.0	30622683	

Inspect and repair as needed



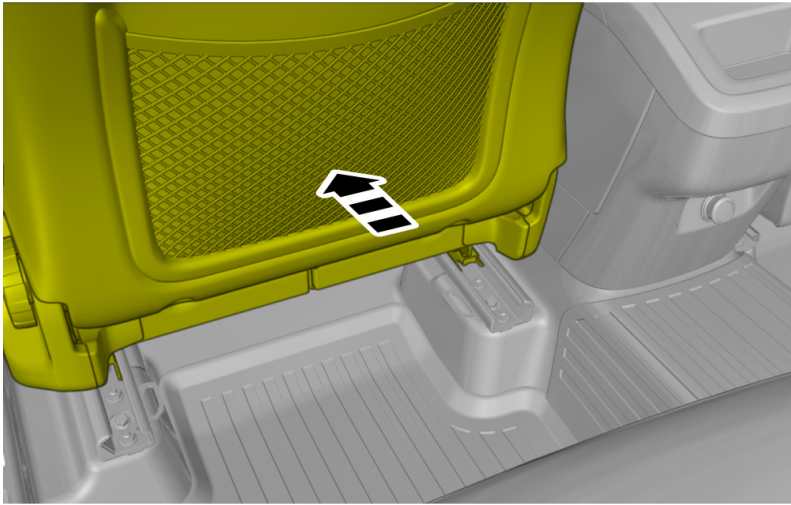
Color symbols

Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.

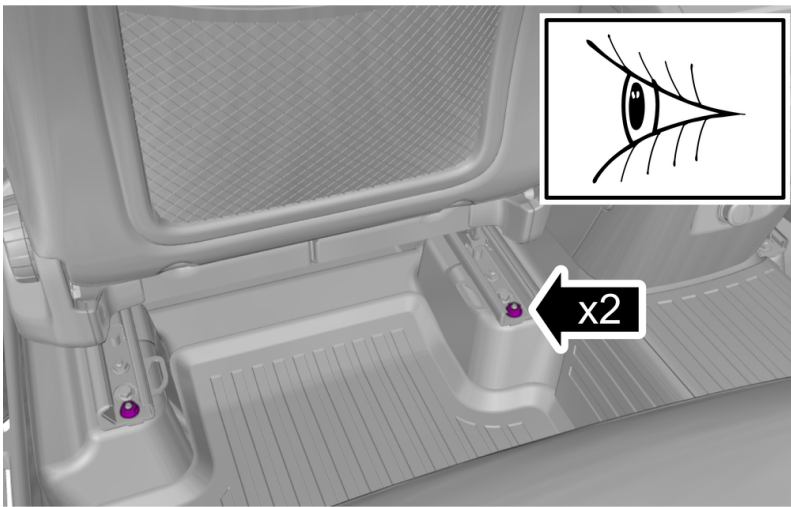
- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not fully removed from the vehicle but only hung to the side.
- 5 . Used for standard tools and special tools.
- 6 . Used as background color for vehicle components.

On both front seats



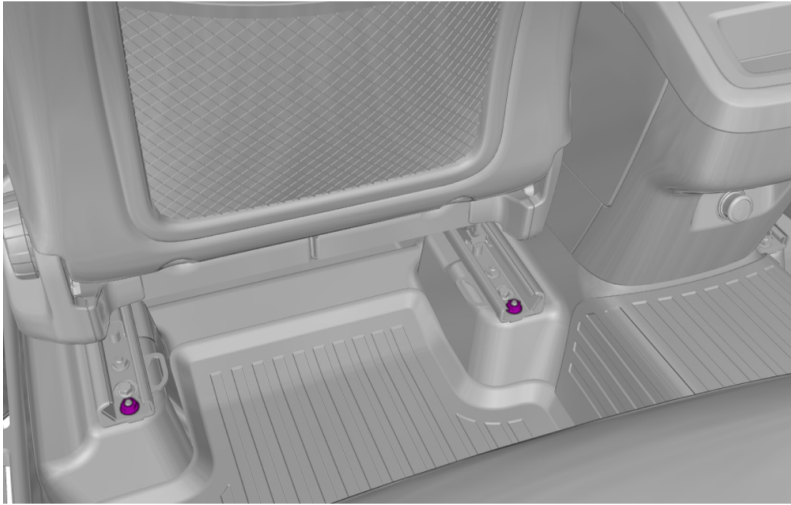
Adjust the seats to the front position.

Check



Make sure that the rear flange nuts are installed on both front seats.

Installation




Note! Only use components according to materials list.

Inspect and install nut/nuts if missing.

If the nuts are in place no further action is needed.

Torque if installation of flange nuts is needed:

Seat track, to seat , 22 Nm

VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Parts Bulletin</h1>				
TITLE: Recall R19931: Front Seat Rail Flange Nuts Model Year 2018 – 2019 XC60 & S90				
GROUP: 1	CAT/NO: R19931	REFERENCE BULLETINS: QB-R19931	CAR MARKET: United States and Canada	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: 2019-03-20	STATUS DATE: 2019-03-20
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				Page 1 of 1

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Reference Bulletins: QB-R19931

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A total of 2,297 U.S. and 6 Canadian vehicles are eligible for this recall.

The following part number applies:

Part Number	Description	Qty
30622683	Flange Nut	1 – 4 as needed

Volvo anticipates most vehicles eligible for this recall will need an inspection only. Please only order as needed to ensure adequate stock for all retailers.