



SAFETY RECALL NOTICE

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

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



YV9AC9HL9K9999999-R19931B102119 525270-01 1

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



IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law




December 11, 2019

NHTSA RECALL 19V046

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV9AC9HL9K9999999

Dear Volvo Owner,

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

Our records indicate that this important recall has not been completed on your vehicle. Please schedule an appointment at your local authorized Volvo retailer as soon as possible to have this important recall performed at no charge.

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.

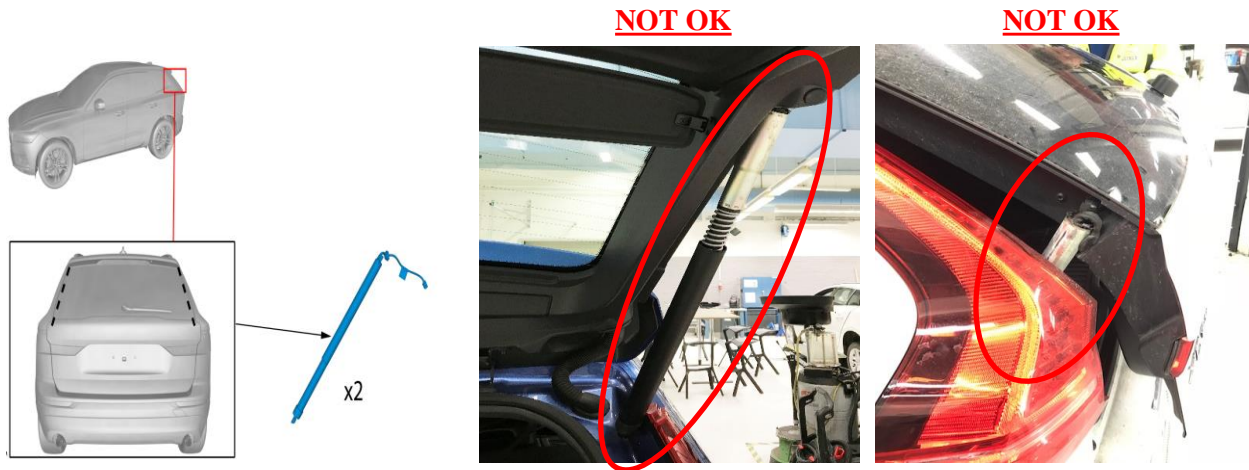
In certain cases this may result in complete separation of tailgate lifting arms, with the spring detaching and projecting in a rearward direction with significant force resulting in the risk of personal injury.

Your authorized Volvo retailer will replace the tailgate lifting arms with an improved design part **at no cost to you.**

What you need to do:

Please contact your authorized Volvo retailer for an appointment to complete this recall **at no cost to you**. This recall repair 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 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 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,

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

Bill Casey
Director Customer Care

