



# 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.

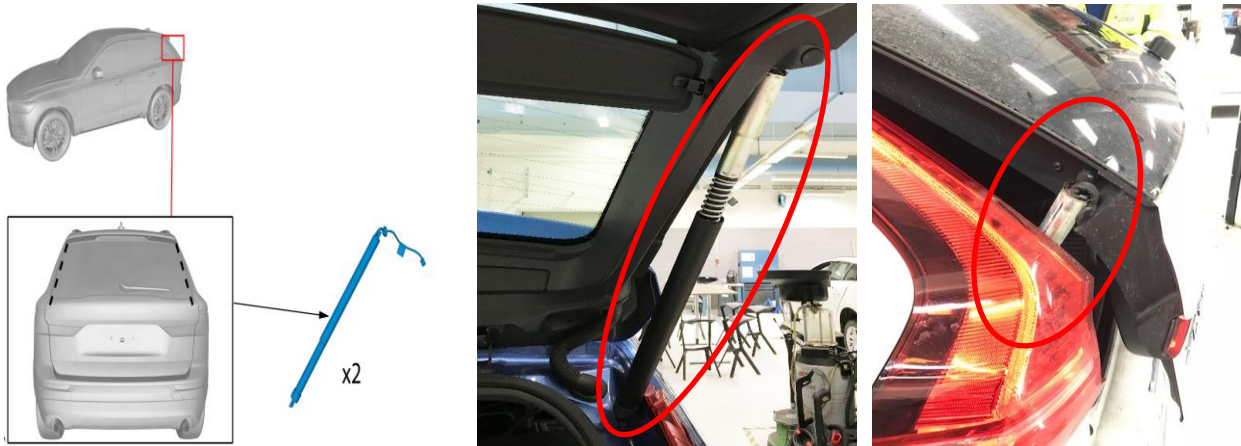
The corrective action is replacement of the tailgate lifting arms with an improved design part **at no cost to you**.

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