



Jason Guidi

Director - Regulatory & Compliance

April 25, 2019
Subject: Recall R19938
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 R19938 on model year 2019 S60 vehicles.

Volvo has identified that the rear suspension toe link flange lock nut on both sides may not have been tightened.

The corrective action is to inspect the rear toe link flange lock nut on both sides to verify they are assembled correctly. If the flange lock nut is loose, install a new flange bolt and flange lock nut. Please refer to the attached repair instructions.

A total of 8,266 U.S. and 909 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 parts when you have confirmed a vehicle requires replacement of the flange bolt and flange lock nut per the attached repair instructions.



Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R19938 Inspect Rear Toe Link Lock 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 in June.

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 R19938.

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".

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