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Senior Manager Product, Safety & Compliance - Regulatory & Compliance

August 28, 2020
Subject: Recall R10029
TO: All U.S. and Canadian Volvo Retailers

UPDATE – A first owner notification letter will be sent out August 29th, 2020 that will notify the owner of this recall, and the lack of available parts at this time. Please see attached FAQ to support your staff when a customer has a concern. If the customer insists on additional information or refuses to drive their vehicle, you should direct the customer to contact customer care directly. For the US, customers should be directed to call 1-800 458-1552 and in Canada 1-800-663-8255.

NEW 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.**

USED VEHICLES IN RETAILER INVENTORY

VCUSA is ordering the stop-delivery of affected vehicles in VCUSA, auction and dealer inventory until the recalled item can be repaired. Stopping the delivery of affected used vehicles until the recall is complete is consistent with Volvo's commitment to safety. Additionally, while Federal law does not prohibit the sale of used vehicles with open recalls, the sale of such cars could violate certain state laws and create liability on behalf of the retailer.

What does this mean for customers?

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

When will this be resolved?

VCUSA is making every effort to expedite parts to complete the recall. More information will be available in the coming months.

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Recall R10029 on model year 2007 – 2018 S60 Series, V60 Series, S80 Series, XC60, XC70 and V70 vehicles.



Volvo has identified an issue with breakage/fatigue of the steel cable, which is mounted on the outboard side of the front seats and connected to the front seat belts, can overtime suffer from wear and fatigue if repeatedly bent over the seat cushion, this may result in permanent elongation. Fatigue to the cable could lead to insufficient cable strength to support seat belt function during crash and in a worst case could result in reduced or no seat belt restraint function.

The corrective action is to replace the seat belt fastener.

A total of 307,928 U.S. and 24,057 Canadian vehicles are eligible for this recall.

PARTS AVAILABILITY

Unfortunately at this time, replacement parts are not available for this repair. Please be assured that Volvo is working to secure the needed replacement parts as soon as possible.

The plan is to have parts in stock by the end of November 2020 to be able to perform the Recall.

WHAT SHOULD YOUR CUSTOMERS DO NOW?

Until the vehicle has been repaired, we recommend that the customer secure that the seat belt fastening is in a vertical position, aligned with the backrest (see pictures), so that it will not be bent over the seat cushion when entering the seat. This will reduce the risk of damage of the seat belt fastening.

The seat belt lower fixing buckle rests in a position that is past the bolster of the seat



During entry, this "buckle" is permitted to fold over the lower cushion repeatedly



This can be avoided by placing the seatbelt as above before entry and exit



Seatbelt folded over onto the bottom of the seat



Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R10029 Seat Belt Fastener" 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

A first owner notification letter will be sent out August 29th, 2020 that will notify the owner of this recall, and the lack of available parts at this time. When parts availability improves, a second letter will be mailed to owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

PORT VEHICLES

No eligible vehicles are in the ports.

PARTS / PARTS RETURN

Defective parts will be required to be sent back to Volvo for disposal. Parts return information will be communicated as soon as it's available.

CLAIM SUBMISSION

Claim submission information will be communicated as soon as it is available.

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 blue ink that reads "Vincent D'Auria".

Vincent D'Auria

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