



Vincent D'Auria

Senior Manager Product, Safety & Compliance - Regulatory & Compliance

April 21, 2021

TO: All U.S. Volvo Retailers

UPDATE: PARTS NOW AVAILABLE FOR ONLY S60 MY 01-03 VEHICLES

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.

What is the reason for this second notification?

At this time, parts are only available for the S60 Series vehicles. In January 2021, a notice was mailed to all involved customers that Volvo had decided that a defect which relates to motor vehicle safety exists in certain 2001-2003 model year S60 vehicles and that replacement parts needed to perform the final repair were not available. A second notice informing all involved customers was mailed on April 21, 2021 informing that these parts are now available. Due to supply limitations, the color of the replacement airbag will only be available in gray-charcoal. Parts for the S80 MY01-03 will not be available until a later date.

Example:



Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Recall R10058 on model year 2001 – 2003 S60 Series and S80 Series vehicles.

Volvo has identified that in the event of a crash with a driver airbag activation, the propellant inside the driver airbag may cause the airbag to rupture. This condition could render the driver to be struck by fragments of metal from the inflator.

The corrective action is to replace the Driver Airbag.

A total of 54,124 U.S. vehicles are eligible for this recall.

PARTS AVAILABILITY

At this time, parts to correct affected vehicles are now available for **ONLY S60 series MY01-03**. The S80 MY01-03 will not be available until a later date.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall R10058 Driver Airbag" will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10058 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs must be completed.

If you have any questions concerning this recall send them to recall@volvocars.com.

OWNER NOTIFICATION

A second owner notification letter will be sent out April 21, 2021 to **ONLY the S60 Series** owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed. Parts for the S80 MY01-03 will not be available until a later date.

PORT VEHICLES

No eligible vehicles are in the ports.

PARTS / PARTS RETURN

It is imperative that **NO AIRBAGS ARE DETONATED/DEPLOYED** once removed from the vehicle. VIDA may instruct the technicians to do so but detonating the airbag should not be done. Defective parts will be required to be sent back to Volvo for disposal. Please hold on to all airbags until a parts return process is communicated.

Please refer to Parts Bulletin R10058 for part number information.

CLAIM SUBMISSION

Please refer to the Quality Bulletin for claim submission instructions.

IMPORTANT: The Serial Number of the NEW Airbag, and only the serial number, must be entered on the first line of the Warranty Claim “Repair Text”. Claims for Recall R10058 will not be required to follow Volvo’s published Repair Text requirements. The Volvo Personnel ID number should not be included. Do not add any additional text, figures or comments. If the NEW serial number is not provided on the first line of the repair text the claim will be rejected. It must also be noted on the **Repair Order hardcopy.**

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 upmost 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,



Vincent D'Auria

Senior Manager Product, Safety and Compliance - Regulatory &

Compliance 201-647-0004

vincent.dauria@volvocars.com