



# SAFETY RECALL NOTICE

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

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



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**YV4A22PK5M9999999** R1006888888888 527095-01

Volvo A. Owner  
12345 Main St.  
Any City, US 12345-6789



## IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
With Federal Law



**NHTSA RECALL 21V-001**

February 15, 2021

### IMPORTANT SAFETY RECALL

**THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV4A22PK5M9999999**

Dear Volvo A. 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 2021 V60 Series, V90 Series, XC60 and XC90 vehicles.

#### The reason for Recall R10068:

Volvo Cars investigations has identified a problem on certain vehicles, if correct torque is not used on the Supplemental Restraint System (SRS) control unit mounting screws and the SRS control unit is not secured to the car body according to specifications, a fault is detected in the SRS system which will trigger the SRS warning lamp and a text message “Service Urgent” is displayed.

If the SRS is not grounded properly this will have a negative effect on other Electronic Control Units which could possibly set additional Diagnostic Trouble Codes.

There is a risk that the SRS control unit will come loose in a crash and the needed performance might not be achieved in the accident in regards to occupant protection. Activation of SRS devices; airbags, seat belts, high voltage battery disconnect may be compromised or not function, increasing the risk of injury.

#### What should you do now?

The corrective action is to take your vehicle to a Volvo retailer to inspect and check the torque of the mounting screws for the SRS Control Unit, and if necessary, re-torque them according to specification, at no cost to you.

This procedure will be completed at no cost and can take up to one hour to complete, however due to service scheduling your Volvo retailer may require your vehicle for a longer period.

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 Volvo Customer Care Center:

1800 Volvo Place  
Mahwah, NJ 07430

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 1-800-327-4236 (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.

To learn more about Volvo safety recalls, scan the QR Code below or visit us at:

<https://www.volvocars.com/us/own/additional-choices/recall-information>



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, appearing to read "Vincent D'Auria". The signature is fluid and cursive, written over a light blue horizontal line.

Vincent D'Auria  
Senior Manager Product, Safety and Compliance - Regulatory & Compliance  
1-800-458-1552