



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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YV4BC0ZX5H9999999 R10093051021 527589-01

Volvo Owner
12345 Any Street
Any City, US 12345-6789



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



NHTSA RECALL 21V-273

May 14, 2021

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV4BC0ZX5H9999999

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 2016 – 2020 XC90 Excellence vehicles.

The reason for Recall R10093:

Volvo Cars investigations have identified a problem regarding the rear seat control panel software. In the event of liquid or condensation on the rear seat control panel, this may cause the front passenger seat to move back as far as possible. The rear passenger may become trapped by the front seat without the ability to cancel the seat's movement, increasing the risk of injury.

Recall action: R10093:

The corrective action is to update the rear seat control panel software, **free of charge**. Unfortunately, at this time, **the software is not available** for this repair. Until you have your Volvo repaired, make sure that there are no liquid/droplets present on the rear seat control panel while engaging the rear front passenger seat control. Please be assured that Volvo is working hard to secure the needed **software** as soon as possible.

Please contact your authorized Volvo retailer to schedule an appointment once you receive notification that the software is available. 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 your Volvo retailer. If your retailer is unable to answer your 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 written in a cursive style and is positioned above the printed name of the sender.

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