

Any City, US 12345-6789

October 25, 2021

NHTSA RECALL 21V-716

IMPORTANT SAFETY RECALL
THIS NOTICE APPLIES TO YOUR VEHICLE, VIN:

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 2020-2021 S90L, XC60 and XC90 Volvo vehicles.

The reason for Recall R10120:

Volvo Cars investigations have identified that there may be a risk that certain welding between the Hydraulic brake unit motor's rotor shaft and the magnet package (armature) can partially or fully be missing.

The welding defect can potentially result in a failure if magnet segments aren't sufficiently welded. The risk of the potential slip between the motor shaft and the magnet package (armature) is likely to appear suddenly in situations when high motor torque* is requested and/or in combination with high motor rpm. This could lead to increased risk of injury or crash.

Decreased motor performance will be detected and result in a redundant hydraulic fall back.

- No brake boost
- Antilock Brake System (ABS) disabled
- Electronic Stability Control (ESC)
- All other hydraulic control functions are disabled except Electronic brake force distribution (EBD)
- Red Brake warning light, ABS and ESC warning light activated.
- Integrated parking brake (IPB) related functions remain active. FSI (Fallback Support by IPB) available.

*high motor torque is requested when a high pressure and/or a rapid change in pressure are required. Those situations are relatively rare i.e. hard emergency braking.

Recall action: R10120:

The corrective action is to replace the Hydraulic Unit, **free of charge**.

Please contact your authorized Volvo retailer to schedule an appointment for the repair to be completed. This procedure will be completed at no cost and can take up to four hours 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 and title.

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