



Quality Bulletin

TITLE:

Recall R10029: Front Seat Belt Fastener, Model Year 2007 - 2018 S60CC, S60L, V60CC, S60, XC60, V60, XC70, V70, S80, S80L

GROUP: 88	CAT/NO: R10029	ISSUING DEPARTMENT: Regulations and Compliance		CAR MARKET: United States and Canada	
REVISIONS: Updates to Section A., B., C., D., G., and I.				ISSUE DATE: 2020-12-17	STATUS DATE: 2020-12-17
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 5

“Right first time in Time”

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Please read this Quality Bulletin in its entirety prior to beginning any vehicle corrective actions outlined. TIE must be referenced to confirm the VDN code for each vehicle. (Refer to Section B below.) It is imperative that the proper repair procedure is completed on each vehicle involved and that claims are submitted for the correct operation numbers and parts for the actual repair performed. (Refer to Section I for detailed claiming information.)

A. RECALL R10029 DESCRIPTION

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Recall R10029 on certain model year 2007 – 2018 60 Series, 70 Series and 80 Series vehicles.

Volvo has identified an issue regarding the front seat belt fastening, mounted on the outboard side of the front seat. The front seat belt fastening cable, may under certain circumstances, suffer from wear and fatigue if repeatedly bent over the seat cushion. This could cause damage to the cable, which could result in reduced or no seat belt restraint function.

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The corrective action is to replace the front driver and passenger seat belt fastener.*

*In rare instances a vehicle may only require the driver's seat belt fastener be installed. The VDN code for these vehicles is EI02.

A total of 307,910 U.S. and 24,057 Canadian vehicles are eligible for this recall.

PARTS AVAILABILITY

Please refer to Parts Bulletin.

WHAT SHOULD YOUR CUSTOMERS DO NOW?

We have no reports of incidents related to the issue.

Customers can also prevent any damages to the cable from occurring when entering or exiting the vehicle (see image below). We recommend that the driver and front seat passenger secure that the seat belt fastening is in a vertical position, aligned with the backrest, so that it will not be bent over the seat cushion when entering the seat.

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



Seatbelt folded over onto the bottom of the seat

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



B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

Vehicle eligibility must be confirmed:

- Warranty Vehicle Inquiry: where the message Eligible for: "Recall R10029 Seat Belt Fastener - Confirm VDN" will appear for eligible vehicles. F4=History from the main Inquiry menu must be selected to confirm Recall R10029 has not been completed.
- Eligibility can also be confirmed in TIE.
- TIE **must** be checked to confirm each vehicles VDN code.



VDN Code EI02: end fitting 1 side (driver's side) only must be installed.

VDN Code EI04: end fittings 2 sides must be installed.

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.

PORT VEHICLES

No eligible vehicles are in the ports.

C. PARTS / PARTS RETURN

Please refer to Parts Bulletin. Additional information regarding parts return will be addressed when available. Please do not discard parts. For instances where a seat belt extender may be required after the repair to accommodate the owner, please refer to SMB 001A "Seat Belt Extender" for part ordering information

D. OWNER NOTIFICATION

A second owner notification letter was mailed December 9, 2020 to notify the owner of this recall instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

E. 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 vehicles 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.



F. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Recall R10029 claims should be submitted using the LONG FORM application only. Refer to Section I: Retailer Allowance for detailed claiming information.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 – Certified Tech.

Click on this link to view a short video on the “End Fitting” repair method:

<https://youtu.be/dU2bCFmx5Zg>

Click on this link to view a short video on the “End Fitting/Block” repair method:

<https://youtu.be/y2egSPJvdww>

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

Claim Type: R10029

Cause Code: 02

CSC Code: XW

Main OP: Only one Labor op can be claimed, 97702 OR 97703

NOTE: There are specific claiming instructions depending on the VDN code and repair completed. Please make sure to submit only the correct operation numbers and parts for the actual repair completed.

VDN Code EI02: In rare instances a vehicle may only be equipped with a pyrotechnic seat belt fastener on the driver’s seat. In this instance it is only necessary to replace the driver’s side end fitting.

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97702-2	End Fitting 1 side install acc. QB R10029	1	0.2 XC60 = 0.1

<u>Part Number</u>	<u>Description</u>	<u>Qty</u>
32341045	End Fitting	1 (drivers side only)

VDN Code EI04: Both the driver’s and passenger’s side are equipped with a pyrotechnic seat belt fastener. It is necessary to replace both end fittings.

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97703-2	End Fitting 2 sides install acc. QB R10029	1	0.3 XC60 = 0.2



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<u>Part Number</u>	<u>Description</u>	<u>Qty</u>
32341045	End Fitting	2 (both sides)

S60, S60CC, V60, V60CC: As outlined in VCC 519962-2 the passenger seat belt height adjuster may be required to be installed on specific models.

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97704-2	Clips, height adjustment install acc. QB R10029	1	0.1

<u>Part Number</u>	<u>Description</u>	<u>Qty</u>
32328849	Block	1 (passenger side only)

Labor times provided are current at the time of release and are subject to change. Claims will be paid at the time in effect of the repair date.