



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 H. and Section I.				ISSUE DATE: 2020-09-23	STATUS DATE: 2020-10-02
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 4

“Right first time in Time”

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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.

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

A total of 307,928 U.S. and 24,057 Canadian vehicles are eligible for this recall.



PARTS AVAILABILITY

Parts availability is limited at this time. Parts information will be communicated as soon as it is available.

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.



B. VEHICLES INVOLVED

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

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message “Recall R10029 Seat Belt Fastener” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10029 has not been completed or check eligibility 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.

C. PARTS / PARTS RETURN

Please refer to Parts Bulletin. Additional information regarding parts return will be addressed when available. Please do not discard parts.

PORT VEHICLES

No eligible vehicles are in the ports.



D. OWNER NOTIFICATION

A first owner notification letter was mailed August 28, 2020 to notify the owner of this recall, and the lack of available parts. When parts availability improves, a second letter will be mailed to owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed. We expect to notify the owners by mid-November.

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.

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/dU2bCFmx5Zg>

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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

<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 (XC60 = 0.1)	1	0.2
97703-2	End Fitting 2 sides install acc. QB R10029 (XC60 = 0.2)	1	0.3
97704-3	Clips, height adjustment install acc. QB R10029 (Model specific, refer to "Block" QBI)	1	0.1

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.