



# Quality Bulletin

TITLE:

**Recall R10068: Control Unit, Model Year 2021 V60 series, V90 Series, XC60 and XC90 – V60, V60CC, V90, V90CC, XC60, XC90**

GROUP:

8847

CAT/NO:

R10068

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

United States and Canada

REVISIONS:

ISSUE DATE:

2021-01-07

STATUS DATE:

2021-01-07

Service Personnel:  
Read and initial

SERVICE  
MANAGER

SERVICE  
WRITER

WARRANTY  
ADMINISTRATOR

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**“Right first time in Time”**

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## A. RECALL R10068 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10068 on certain model year 2021 V60 Series, V90 Series, XC60 and XC90 vehicles.

Volvo has identified that there is a risk of the control unit for the SRS (Supplementary Restraint System) not being attached to the car body according to specifications. If the correct torque is not used and if a fault is detected in the SRS system, it 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.

In a worst-case scenario, there is a risk that the SRS will come loose in a crash and the needed performance might not be achieved in the accident in regard to occupant protection (e.g., activation of devices, airbags, seat belts, high voltage battery disconnect).



The corrective action is to inspect and check the torque of the mounting screws for the SRS crash sensor, and if necessary, re-torque them according to specification.

A total of 2,883 U.S. and 39 Canadian vehicles are eligible for this recall.

## **WHAT SHOULD YOUR CUSTOMERS DO NOW?**

We have no reports of incidents related to the issue, however we encourage customers to contact their retailer and have this repair completed as soon as possible.

## **B. VEHICLES INVOLVED**

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

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall R10068 Control Unit” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10068 has not been completed. Eligibility can also be confirmed 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](mailto:recall@volvocars.com).

## **C. PORT VEHICLES**

NOT all eligible vehicles arriving from the ports will have this recall completed. Vehicle eligibility must be confirmed as outlined in Step B. above.

## **D. PARTS / PARTS RETURN**

No parts are required for this recall.

## **E. OWNER NOTIFICATION**

An owner notification letter will be sent that will notify the owner of this recall instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

## **F. NEW VEHICLES IN RETAILER INVENTORY**

### **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 cars 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.

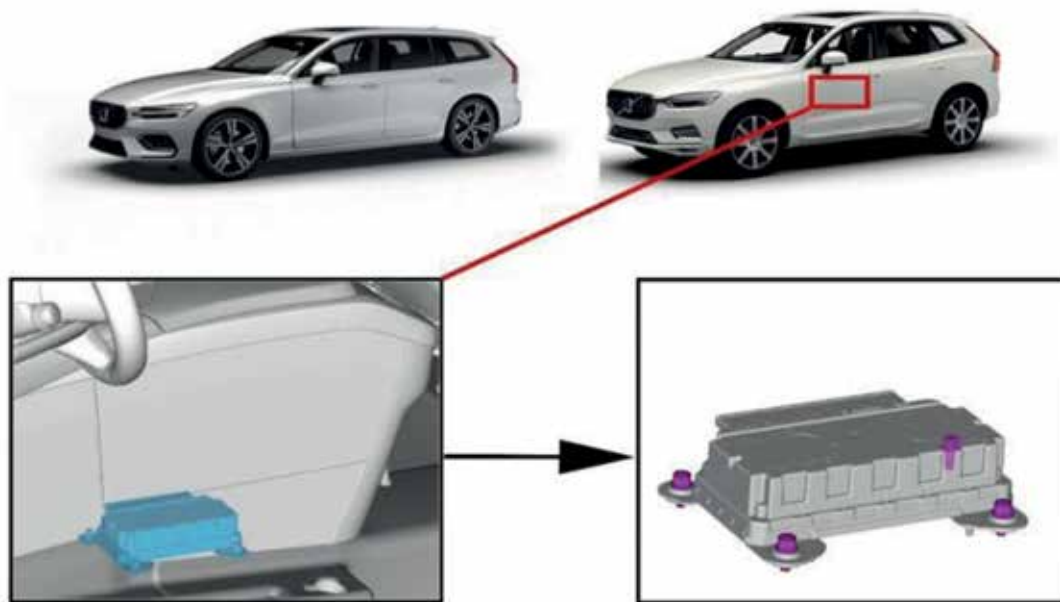
## **G. RETAILER RESPONSIBILITY**

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

## **H. TECHNICIAN COMPETENCY REQUIREMENT**

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

**Corrective Action:** Inspect and check the torque of the mounting screws for the SRS crash sensor, and if necessary, re-torque screws to specification **according to VIDA 88424-2**.



## **I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

Recall R10068 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10068

**Cause Code:** 02

**CSC Code:** XW

**Main OP:** 97738-2

## Quality Bulletin R10068



<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
97738-2	Control Module (SRS) Adjust acc. to QB R10068 (According to VIDA 88424-2	1	IC: V60, XC60, V90, XC90 XC60	.5*
97738-2	Control Module (SRS) Adjust acc. to QB R10068 (According to VIDA 88424-2	1	PiH : V60, XC60 V90 XC90	.6* .8* .6* .7*

\* Labor Time are dependent on vehicle type

IC: Internal Combustion

PiH: Plug-in Hybrid

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