



# Quality Bulletin

TITLE:

**Recall R10078: XC40 Recharge Software Upgrade  
Model Year 2021 XC40 Recharge**

GROUP:

30

CAT/NO:

R10078

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

United States and Canada

REVISIONS:

ISSUE DATE:

2021-03-01

STATUS DATE:

2021-03-01

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**“Right first time in Time”**

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## A. RECALL R10078 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10078 on certain model year 2021 XC40 Recharge vehicles.

Volvo has identified that there is a risk of a micro-processor reset in the Battery Energy Control Module (BECM) which may cause the High Voltage contactors to open during driving. During driving, without any initial warning, there may be a risk that the high voltage system becomes unintentionally disconnected.

Worst case scenario is loss of propulsion during driving. Full steering and brake capability remain.

The corrective action is to perform a Software Upgrade.



## WHAT SHOULD YOUR CUSTOMERS DO NOW?

We have no reports of incidents related to the issue, however we encourage customers to contact their retailers 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 R10078 XC40 Recharge Software Upgrade” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10078 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.

## 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

Please refer to Parts Bulletin R10078. No parts to be returned required for this recall.

## E. OWNER NOTIFICATION

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

## F. VEHICLES IN RETAILER INVENTORY

### New Vehicles in 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 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 our 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.

### I. REIMBURSEMENT PROCEDURES & ALLOWNACE

Recall R10078 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10078  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97751-2  
**Failed Part No.:** 31676056

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
97751-2	Software downloading according to QB R10078	1	XC40 Recharge	0.7

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.