



Quality Bulletin

TITLE:

Recall R10093: Rear Seat Control Panel Model Year 2016-2020 XC90 Excellence vehicles

GROUP: 3646	CAT/NO: R10093	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-07-07	STATUS DATE: 2021-07-07
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“Right first time in Time”

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A. RECALL R10093 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10093 on certain model year 2016-2020 XC90 “Excellence” vehicles.

Volvo Cars investigations have identified that when liquid/droplets are present on the rear seat control panel, there’s a risk that the signal to the display is maintained and perceived by the system as a “constant” touch. While engaging the front seat passenger control panel, this may result in that the selected operation for front seat is engaged until reaching its end position even after removing finger from the screen.

In a worst-case scenario, this may cause the front passenger seat to move back as far as possible. The rear passenger may become trapped by the front seat without the ability to cancel the seat’s movement, increasing risk of injury.



The corrective action is to update the software for the rear seat control panel.

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 R10093 Control Panel” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10093 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

No Port Vehicles are Affected.

D. PARTS / PARTS RETURN

Because this software update will be performed with a remote take-over with the Retailer Technical Support team, no parts will need to be claimed/ordered. No parts required.

E. QUALITY BULLETIN INSTRUCTIONS

For the recall to be performed, **please follow the specific instructions found in the QBI for setting up a Remote-Take-Over for this recall repair.** Note: It is MANDATORY that a Vehicle Report “Support needed” in TIE with the title “Control Panel R10093” be submitted. The RTS engineer and technician/retailer will agree on a time and date when to update the Software via Remote Take Over session.

F. 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.

G. 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 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.

H. RETAILER RESPONSIBILITY

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

I. TECHNICIAN COMPETENCY REQUIREMENT

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

J. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall R10093 claims should be submitted using the LONG FORM application only.

Claim Type: R10093
Cause Code: 02
CSC Code: XW
Main OP: 97773-2
Failed Part: Not Applicable **This is a labor only claim.**

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97773	Software update acc. to QB R10093	1	0.3

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.