



Quality Bulletin

TITLE:

Recall R10111: Seat Belt Retractor Model Year 2021 - 2022 90 Series, 60 Series, and XC40 vehicles

GROUP: 8841	CAT/NO: R10111	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS: Under Section H: The Cause code and CSC Code updated			ISSUE DATE: 2021-09-10	STATUS DATE: 2021-09-15
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“Right first time in Time”

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A. RECALL R10111 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10111 on certain model year 2021-2022 V90, V90CC, S60, V60, V60CC, XC40, XC60 and XC90 vehicles.

Volvo Cars investigations have identified that there may be a risk that certain seat belts with the Automatic Locking Retractor (ALR) have not been produced according to specifications and may result in early deactivation of the locking feature used to tightly secure a child restraint system/seat.

The subject seat belt assemblies have a feature that converts the retractor from an emergency locking retractor (ELR) to an automatic locking retractor. The seat belts convert to the ALR mode after the webbing has been fully withdrawn from the retractor. The system is designed so that as the seat belt is released into the retractor, the ALR function remains active so a child restraint seat can be tightly secured. However, in certain seat belt assemblies the ALR function deactivates early before the webbing is fully retracted.



This noncompliance does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats.

While using child restraint seats, which the vehicle owner elects to use the seat belt to secure the child restraint seat instead of the LATCH system, if the seat belt is not lockable, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

To remedy the concerned vehicles, Volvo Cars needs to inspect and perform a functionality test. If necessary, the affected seat belts will be replaced with a seat belt assembly that contains ALR levers that were manufactured according to production specifications.

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 R10111 Seat Belt Retractor” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10111 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles must be checked for any incomplete Recalls, Service Campaigns or Service Actions. All open Recall, Service Campaign or Service Action repairs must be completed.

C. PARTS / PARTS RETURN

Please refer to Parts Bulletin R10111. We **STRONGLY RECOMMEND** you **DO NOT ORDER** replacement parts until the vehicle has been inspected and failure has been confirmed. **Due to very low predicted failure rate and parts availability**, as well as multiple part numbers dependent on Model, Model Year, Seat Belt Color and Seat Belt Position, **DO NOT ORDER** any parts before the confirmed faulty ALR.

SEAT BELT RETRACTORS THAT FAIL THE FUNCTIONALITY TEST AND ARE CLAIMED AS SUCH, WILL BE REQUESTED BY TMA FOR TESTING/ANALYSIS AND VALIDATION. UNNECESSARY REPLACEMENTS WILL BE DEBITED.

D. 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.



E. 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 \$22,723 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 inspected/repared. 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.

F. RETAILER RESPONSIBILITY

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

G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 1 for Inspection and Level 2 – Certified Tech for Repair.

H. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall R10111 claims should be submitted using the LONG FORM application only.

Please note two (2) claims may be required to be submitted, as outlined below, when Check seat belt function ALR acc to QB-R10111 is the only action performed and NO seat belts are replaced.

Claim Type: R10111

Cause Code: 02

CSC Code: XW

Main OP: 97780

Failed Part No.: A Failed Part No. is only required when a seat belt is replaced and operation codes are used for the repair/replacement of the seat belt.

When 97780 Check seat belt function ALR acc To QB-R10111 is performed and no further action is required a separate claim may be submitted for an additional 0.2 hours claiming operation number 09120. This second claim is only required when NO seat belts are required to be replaced per the QB.

Second Claim:

Claim Type: 01 (regardless of the vehicle age/mileage)

Cause Code: 98

CSC Code: 1C

Main OP: 09120

Labor Time: 0.2

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Operation Number	Repair Description	Qty	Labor Time
97780-2	Check seat belt function ALR acc to QB-R10111	1	0.1

***All seat belts must be inspected except the driver's seat as outlined in the QBI.**

Operation Number	Repair Description	Qty	Labor Time
97781-2	Seat belt front X1 replace acc. to QB-R10111 (SWDL INCLUDED)	1	1.6

Model	Max Qty	Labor Time
XC40	1	1.5

97782-2	Seat belt rear outer X1 replace acc. to QB-R10111 (*NOTE)		
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Model	Max Qty	Labor Time
S60	1	1.1
XC40	1	0.4
V60	2	0.6 (each)
XC60	2	0.5 (each)
V90	2	0.6 (each)
XC90	1	0.8

97783-2	Seat belt 3- point middle replace acc. to QB-R10111.		
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Model	Max Qty	Labor Time
XC40	1	0.9
V60	1	1.1
XC60	1	1.1
V90	1	1.1
XC90	1	1.2

97784-2	Seat belt rear (third row) replace acc. to QB-R10111.		
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Model	Max Qty	Labor Time
XC90	2	0.9 (each)

*NOTE:

Operation number 97780 must be claimed as the main op on all claims submitted under recall R10111.

Operation number 97781-2 has software download RMR/RML Reload and Total Upgrade Included.

Operation number 97782-2 claimable 1 time for model S60 (includes time for replacing 1-3 rear seat belts). For V and XC60 models, the operation is claimable 1 time for each outer rear seat belt (LH+RH).

A second claim for operation 97780 is only claimable when NO seat belts are replaced.

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.