

# Quality Bulletin

TITLE:

**Recall R10128: Bracket Model Year 2021 XC40 BEV**

<b>GROUP:</b> 21	<b>CAT/NO:</b> R10128	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2021-11-12	<b>STATUS DATE:</b> 2021-11-12
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**“Right first time in Time”**

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**A. RECALL R10128 DESCRIPTION**

**Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10128 on certain model year 2021 XC40 BEV vehicles.**

**Volvo Cars investigations have identified that there may be a risk that there may be a loose or missing bolt in the front engine compartment securing a cross member bracket for the electrical motor.**

**If the bolt is not correctly torqued, it may loosen over time resulting in noise and vibration. In a worst-case scenario, there may be a risk of decreased protection in the event of a crash.**

**The corrective action is to replace the cross-member bracket and install new bracket bolts, at no charge to the customer.**

**Volvo Cars centrally has not received any reports alleging injuries, fatalities, or crashes related to this condition.**

**A total of 4 U.S. and 1 Canadian vehicle are eligible for this recall.**

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## 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 R10128 Bracket” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10128 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 R10128.

## 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/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.

## F. RETAILER RESPONSIBILITY

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

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## G. TECHNICIAN COMPETENCY REQUIREMENT

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

## H. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall R10128 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10128  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97793  
**Failed Part:** 31686307

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97793-2	Replace console acc. to QB-R10128	1	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.