



---

Vincent D'Auria

---

Senior Manager Product, Safety & Compliance - Regulatory & Compliance

---

May 13, 2022

Subject: Recall R10170

TO: All U.S. and Canadian Volvo Retailers

**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 \$22,723 per violation.**

**Correct all vehicles in your new vehicle inventory before delivery.**

**USED VEHICLES IN RETAILER INVENTORY**

Volvo Car USA is ordering the stop-delivery of affected vehicles in auction and retailer 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.

**When will this be resolved?**

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10170 on certain model year 2021-2022 XC40 Battery Electric Vehicles (BEV).

Volvo Cars Investigations have identified that water may enter the cable harness for the accelerator pedal. The water may cause corrosion in accelerator pedal internal circuits; this may cause the signals from the pedal to be corrupted increasing the risk of a crash.

The corrective action is to inspect for corrosion in the Accelerator Pedal Sensor (APS) and connector terminals and change if fault detected. In all cars a capillary breaking splice will be installed to prevent any risk of future water intrusion to the APS.

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



A total of 5,351 U.S. and 459 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall R10170 Accelerator Pedal Sensor" will appear for eligible vehicles, F4+History from the main Inquiry menu must be selected to confirm Recall R10170 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10170 eligible vehicles not yet delivered to end customers must be corrected prior to delivery.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaigns or Service Action repairs must be completed. If you have any questions concerning this recall or your retailers' affected vehicles, please send an e-mail with your retailer code to [recall@volvocars.com](mailto:recall@volvocars.com).

#### **OWNER NOTIFICATION**

An owner notification letter will be sent out in late June that will notify the owner of this recall.

#### **PARTS / PARTS RETURN**

Parts are expected to be arriving in the U.S. in late May and we will release the retailer package with instructions around the same time. Please review Parts Bulletin R10170 once available.

As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars. If you have any questions about this recall or any other field service action, please send an e-mail with your retailer code to [recall@volvocars.com](mailto:recall@volvocars.com).

#### **CLAIM SUBMISSION**

Claim submission instructions will be made available in the Quality Bulletin.

#### **RETAILER RESPONSIBILITIES**

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner. As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

If you have questions about this recall or any other field service action, please contact me or any member of the Product Safety and Compliance office.

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in blue ink, appearing to read "Vincent D'Auria".

Vincent D'Auria

Senior Manager Product, Safety and Compliance - Regulatory & Compliance

201-647-0004

[vincent.dauria@volvocars.com](mailto:vincent.dauria@volvocars.com)