

# Quality Bulletin

TITLE:

**Recall R10213: Steering Gear,  
Model Year 2019-2022 V60CC, XC60, XC90**

<b>GROUP:</b> 64	<b>CAT/NO:</b> R10213	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2023-01-06	<b>STATUS DATE:</b> 2023-01-06
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**“Right first time in Time”**

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**A. RECALL R10213 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10213 on certain model year 2019-2022 V60CC, XC60 and XC90 vehicles.

Volvo Cars Investigations have identified that a manufacturing error in the supplier’s screw assembly station has in rare cases fed double screws on top of each other. There is a risk of the steering wheel locking up due to the screw falling into the gearbox housing, increasing the risk of a crash.

The corrective action is to replace the Steering Gear.

A total of 74 U.S. and 7 Canadian vehicles 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 retailer 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 R10213 Steering Gear” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10213 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. If you have any questions concerning this recall, send them to [recall@volvocars.com](mailto:recall@volvocars.com).

## **C. PORT VEHICLES**

Vehicle eligibility must be confirmed as outlined in Step B. above.

## **D. PARTS / PARTS RETURN**

Please refer to Parts Bulletin R10213 for part number information.

## **E. QUALITY BULLETIN INSTRUCTIONS**

For the recall to be performed, please follow the specific instructions found in VIDA.

## **F. OWNER NOTIFICATION**

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

## **G. VEHICLES IN RETAILER INVENTORY**

### **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 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 VCUSA, auction and dealer inventory until the recalled item can be repaired.

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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.

## 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 & RETAILER ALLOWANCE

Recall R10213 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10213

**Cause Code:** 02

**CSC Code:** XW

**Main OP:** 97915-2

**Failing Part No:** 36010518

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97915-2	Steering Gear replace acc. to QB	1	3.8 - 4.4

**\*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.**