

# Part 573 Safety Recall Report

## 23V-780

**Manufacturer Name :** Volvo Car USA, LLC**Submission Date :** NOV 30, 2023**NHTSA Recall No. :** 23V-780**Manufacturer Recall No. :** R10254**Manufacturer Information :**

Manufacturer Name : Volvo Car USA, LLC

Address : 270 Three Point Drive  
Ridgeville SC 29472

Company phone : 201-768-7300

**Population :**

Number of potentially involved : 346

Estimated percentage with defect : 20 %

**Vehicle Information :**

Vehicle 1 : 2019-2024 Volvo S60

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

**Descriptive Information :** The recall population is determined by the out of specification torque log in the automatic fault-tracking system. The torque backup process was corrected on July 20th, 2023, and vehicles after this date have the correct torque specification. The recall affects certain Model Year 2019-2024 S60's.

**Production Dates :** AUG 02, 2018 - JUL 14, 2023**VIN Range 1 : Begin :** 7JR102FL1MG118753 **End :** 7JRL12TZXNG158135 ☒ Not sequential**Description of Defect :****Description of the Defect :** The passenger airbag may not be attached correctly due to incorrect torque specifications.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** In the event of a crash, the passenger airbag may not deploy correctly, increasing the risk of an injury.**Description of the Cause :** The assembly line team did not follow the correct process.**Identification of Any Warning that can Occur :** No warning will occur.**Involved Components :**

Component Name 1 : Passenger Airbag

Component Description : Passenger Airbag Retaining Screws

Component Part Number : 30640812

### Supplier Identification :

#### Component Manufacturer

Name : Volvo Car Corporation

Address : Engellaus Väg 8

Gothenburg Foreign States 418 78

Country : Sweden

### Chronology :

Considered as a critical concern by CCMT 2023-11-15; Field Service Action decision confirmed by Volvo Car Corporation 2023-11-22; Condition detected by Internal; Number of vehicle reports with the condition, reported to Volvo Cars from the NSC 0; Total number of cars included in vehicle reports concerning this condition 0; Implementation date of Field Service Action 2023-11-23.

Extended Chronology: End of June 2023, Volvo Cars identified a car during test track drive in the plant where all bolts for the passenger front airbag were not torqued properly. An investigation was started to evaluate the consequences of such fault, including testing. In parallel the root cause, scope and affected cars were defined. In the middle of November 2023, the Critical Concern Management Team (CCMT) took the decision to start preparation for a recall as it was judged as an increased risk towards motor vehicle safety.

### Description of Remedy :

Description of Remedy Program : Passenger airbag bolts will be inspected and properly torqued to specification. If an out-of-pocket expense has been paid for prior to this repair being performed, prior to receiving this letter, customers may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please refer to Volvo Customer Care Center by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact Volvo by going to <https://volvo.custhelp/app/homeV3>.

How Remedy Component Differs from Recalled Component : Passenger airbag bolts will be inspected and properly torqued to specification.

Identify How/When Recall Condition was Corrected in Production : The torque backup process was corrected on 2023-07-20.

Recall Schedule :

Description of Recall Schedule : Remedy Notices  
Planned Dealer Notification Date : NOV 21, 2023 - NOV 21, 2023  
Planned Owner Notification Date : JAN 15, 2024 - JAN 15, 2024

\* NR - Not Reported