



Bulletin Title		Group	NO
Recall R10254: Passenger Airbag, Model Year 2019-2024 S60		64	R10254
Issuer (Dept.)	Car Market	Issue Date	Status Date
Quality, Product, Safety & Compliance	United States and Canada	11/27/23	11/27/23
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A. RECALL R10254 DESCRIPTION

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Recall R10254: Passenger Airbag on certain model year 2019-2024 S60 vehicles.

Volvo Car Investigations have determined that the Passenger Airbag may have been improperly attached during production, attributed to incorrect torque specifications.

As a result, in the event of a crash the Passenger Airbag may not deploy correctly, increasing the risk of injury.

To remedy concerned vehicles, Volvo Cars will inspect the bolt torque ensuring all bolts are torqued according to specification.

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

A total of 346 U.S. and 16 Canadian vehicles are eligible for this recall.

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. VEHICLES IN RETAILER INVENTORY MUST BE REPAIRED PRIOR TO SALE.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall R10254 PAB” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10254 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.

C. PORT VEHICLES

It is the retailer’s responsibility to check vehicle eligibility prior to delivery.

D. PARTS / PARTS RETURN

No parts are required to be returned for this recall. Please review Parts Bulletin R10254 once available. Please note that **replacement of parts is not expected to be necessary, and parts should not be ordered in advance.**

E. QUALITY BULLETIN INSTRUCTIONS

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

F. OWNER NOTIFICATION

An owner notification will be sent out in mid-January 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 \$26,315.00 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. 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?

The recall remedy is currently available, and customers can take delivery of their vehicle once the inspection has been performed per this recall.

H. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle at new car delivery and or at any service appointment.

I. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Certified (G1).

J. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall R10254 claims should be submitted using the LONG FORM application only.

Claim Type: R10254
Cause Code: 02
CSC Code: XW
Main OP: 97834-2
Failed Part: 30640812 (Sems screw)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97834-2	Passenger airbag tightening acc. To QB	1	0.4

***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.**