



Recall R10256: Left-hand rear turn indicator update

Issuer (Name, Dept.)

Quality, Product, Safety & Compliance

Issue Date

1/10/24

Version No.

1

Last Revision Date

Audience (Retailer Job Role)

All U.S. and Canadian Volvo Retailers

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Dear Volvo Retailer Partner

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Recall R10256: Left-hand rear turn indicator update on certain model year 2024 XC40 vehicles.

Volvo Car Investigations has determined that the left-hand (LH) rear turn indicator may fail to signal due to a diagnostic misdetection of short to ground.

As a result, this would fail to warn a rear approaching driver their intentions to turn or change travel lanes, increasing the risk of an accident.

To remedy concerned vehicles, Volvo Cars will update the software in the Central Electronic Module (CEM). This software will be available via OTA at a later date.

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

A total of 17,409 U.S. and 3,557 Canadian vehicles are eligible for this recall.

**Note:** Vehicles affected by R10256 can receive this update via Over-The-Air (OTA) sometime in late January and may have the latest software already. Please check the current software version in Vehicle settings > System > System details > Software update. If the vehicle has **2.13.3 or later**, then this action has been satisfied and should not be performed. Vehicles will be manually marked if performed via Over-The-Air within 2 weeks.

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



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**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?**

We have no reports of incidents related to the issue; however, we encourage customers to contact their retailer and have this recall repair completed as soon as possible.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall R10256 LH rear turn indicator” will appear for eligible vehicles. F4+History from the main Inquiry menu must be selected to confirm Recall R10256 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10256 eligible vehicles not yet delivered to customer must be corrected prior to delivery.

All vehicles must be checked for any incomplete recalls, service campaigns or service upgrades. All open recalls, service campaigns or Service Action repairs must be completed. If you have any questions concerning this recall or your retailer’s 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 mid-February that will notify the owner of this recall.

**Port Vehicles**

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

**Parts / Parts Return**

Please review Parts Bulletin R10256 once available.



Announcement Title

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**Claim Submission**

Claim submission instructions will be made available in the R10256 Quality Bulletin once available.

**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.

Your Cooperation in completing this important recall is greatly appreciated.

Sincerely

VCUSA Product, Safety, and Compliance