



Bulletin Title		Group	NO
Recall R10256: LH Rear Turn Indicator Update, MY 2024 XC40		35	R10256
Issuer (Dept.)	Car Market	Issue Date	Status Date
Product, Safety and Compliance	United States and Canada	1/11/24	1/11/24
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A. RECALL R10256 DESCRIPTION

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.

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 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.

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 R10256 once available.

E. OWNER NOTIFICATION

An owner notification will be sent out in mid-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 if they choose not to accept the Over-The-Air (OTA) download.

F. 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 update has been performed per this recall.

G. 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.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Quality/G0.

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall R10256 claims should be submitted using the LONG FORM application only.

Claim Type: R10256
Cause Code: 02
CSC Code: XW
Main OP: 99940-2
Failed Part: 31676056 (Total Upgrade XC40)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99940-2	Software downloading acc. to QB	1	0.5

***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.**