



Recall R39901: XC60 T8 CHARGE CORD

MODEL YEAR 2019

MODEL: XC60 T8

DATE: 09/05/18

MARKET – U.S.

ISSUING DEPARTMENT: WARRANTY

BULLETIN REFERENCE PB 37-R39901

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I. RETAILER ALLOWANCE

A. RECALL R39901 DESCRIPTION

Volvo Car USA LLC (Volvo) on behalf of Volvo Car Group, has decided to launch Recall R39901 on a **limited** number of model year 2019 XC60 T8 vehicles.

Volvo has identified that the charge cord may have been manufactured with an incorrect capacitor that could pose a risk of a thermal event and/or present a shock hazard.

The corrective action is to inspect the charge cord serial number and compare it to the R39901 Concerned Serial Number list in TIE, per the attached instructions and replace it if necessary.

IMPORTANT

Do not use the charge cord on any vehicle eligible for this recall until it is inspected.

Volvo Customer Care will contact vehicle owners directly and will assist in making service appointments with the selling retailer. Vehicle owners will need to bring the charge cord with them when visiting the retailer for this recall.

All replaced charge cords will need to be returned to the Technical Material Analysis department.

A total of 35 U.S. vehicles are eligible for this recall.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R39901 Charge Cord" will appear for eligible vehicles or check eligibility 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. PARTS / PARTS RETURN

Please refer to Parts Bulletin 37-R39901.

All replaced charge cords will need to be returned to the Technical Material Analysis department.

PORT VEHICLES

No vehicles will be delivered from the ports without having this recall performed.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades prior to delivery.

D. OWNER NOTIFICATION

Volvo Customer Care will contact the vehicle owners and will assist with arranging appointments with the selling retailer.

E. 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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

F. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Recall R39901 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 - Certified Tech.

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

Claim Type: R39901

Cause Code: 02

CSC Code: XW

Main OP: 99921

Failed Part: 31419235

INSPECTION

| Operation Number | Repair Description | Qty | Labor Time |
|-------------------------|---------------------------|------------|-------------------|
| 99921 | Inspect Charge Cord | 1 | 0.1 |

REPLACEMENT ONLY IF NEEDED

| Operation Number | Repair Description | Qty | Labor Time |
|-------------------------|---------------------------|------------|-------------------|
| 99400 | Replace Charge Cord | 1 | 0.1 |