



Quality Bulletin

TITLE:

**Recall R10044: Front Wiper Nut
Model Year 2018 - 2020 XC60**

GROUP: 36	CAT/NO: R10044	ISSUING DEPARTMENT: Regulations and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2020-08-25	STATUS DATE: 2020-08-25
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“Right first time in Time”

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A. **RECALL R10044 DESCRIPTION**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Recall R10044 on certain model year 2018-2020 XC60 vehicles.

Volvo has identified that the front windshield wiper arm fixation nut to the spline joint has been assembled with low torque. This may cause unusual noise for the customer if the wiper arm should come in contact with the edge of the hood. It might also cause reduced or no wiping function.

The corrective action is to re- torque the nuts to 38 Nm for the wiper arm fixation joint on all concerned vehicles.

A total of 86,877 U.S., 9,867 in Canada and 349 in Puerto Rico, 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 their cars corrected as soon as possible.



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 R10044 Front Wiper Nut” 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 INFORMATION / PARTS RETURN

No parts are required for this recall.

PORT VEHICLES

NOT all vehicles arriving from the ports will have been completed. First check vehicle eligibility in Vehicle Inquiry.

D. OWNER NOTIFICATION

An owner notification letter will be sent out sometime by mid-October that will notify the owner of this recall instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

E. 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 \$21,000 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?

Customers will not be able to take delivery of affected vehicles until the recall has been completed.



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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 R10044 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: R10044
Cause Code: 02
CSC Code: XW
Main OP: 99921

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99921	General Reimbursement acc. To QB	1	0.1