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Vincent D'Auria

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Senior Manager Product, Safety & Compliance - Regulatory & Compliance

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January 7, 2021

Subject: Recall R10068

TO: All U.S. and Canadian Volvo Retailers

**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.

**When will this be resolved?**

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10068 on certain model year 2021 V60 Series, V90 Series, XC60 and XC90 vehicles.

Volvo has identified that there is a risk of the control unit for the SRS (Supplementary Restraint System) not being attached to the car body according to specifications. If the correct torque is not used and if a fault is detected in the SRS system, it will trigger the SRS warning lamp and a text message "Service Urgent" is displayed.

If the SRS control unit is not grounded properly this will have a negative effect on other Electronic Control Units which could possibly set additional Diagnostic Trouble Codes.

In a worst-case scenario, there is a risk that the SRS control unit will come loose in a crash and the needed performance might not be achieved in the accident in regard to occupant protection (e.g., activation of devices, airbags, seat belts, high voltage battery disconnect).

The corrective action is to inspect and check the torque of the mounting screws for the SRS crash sensor, and if necessary, re-torque them according to specification.

A total of 2,883 U.S. and 39 Canadian vehicles are eligible for this recall.



Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall R10068 Control Unit" will appear for eligible vehicles, F4+History from the main Inquiry menu must be selected to confirm Recall R10068 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10068 eligible vehicles not yet delivered to end customers must be corrected prior to delivery.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaigns or Service Action repairs must be completed. If you have any questions concerning this recall or your retailers 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 that will notify the owner of this recall instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

#### **PORT VEHICLES**

**NOT** all eligible vehicles arriving from the ports will have this recall completed. Vehicle eligibility must be confirmed.

#### **PARTS / PARTS RETURN**

No parts required for this recall.

#### **CLAIM SUBMISSION**

Please refer to the claim submission information in the Quality Bulletin.

#### **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.

If you have questions about this recall or any other field service action, please contact me or any member of the Product Safety and Compliance office.

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in blue ink, appearing to read "Vincent D'Auria".

Vincent D'Auria

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