



Quality Bulletin

TITLE:

**Recall R10100: Pump Electronic Module (PEM) Fuse Model Year 2019-2020
S60/V60 Series, S90/V90 Series, XC60 and XC90 vehicles**

GROUP: 3700	CAT/NO: R10100	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-06-09	STATUS DATE: 2021-06-09
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“Right first time in Time”

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A. RECALL R10100 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10100 on certain model year 2019-2020 S60/V60 Series, S90/V90 Series, XC60 and XC90 vehicles.

Volvo Cars investigations have identified that there may be a risk that the 15A fuse for the low-pressure fuel pump could blow.

After wake-up/pre-run, e.g. unlocking the vehicle, opening the door, or pushing on the brake pedal, the 15A fuse might blow when the Engine Control Module commands shut off of the Fuel Delivery Module due to an electrical current spike.

A blown fuse will prevent the low-pressure fuel pump to operate. If this should occur, in the very worst case, this will lead to stalling or no start of internal combustion engine. A Driver Information Module message will also be displayed. Plug in Hybrid Electric Vehicles will be able to either stop safely or continue to drive as long as the battery charge allows.



The corrective action is to replace the 15A fuse with a 20A fuse.

WHAT SHOULD YOUR CUSTOMERS DO NOW?

We have no reports of incidents related to the issue, however we encourage customers to contact their retailers 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.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall R10100 Pump Electric Module (PEM) Fuse” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10100 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.

C. PORT VEHICLES

No Port Vehicles are Affected.

D. PARTS / PARTS RETURN

Please refer to Parts Bulletin R10100. No parts to be returned or required for this recall.

E. OWNER NOTIFICATION

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

F. 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 vehicle inventory before delivery.

Used Vehicles in Retailer Inventory

VCUSA is ordering the stop-delivery of affected vehicles in 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 our 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.

G. RETAILER RESPONSIBILITY

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

H. TECHNICIAN COMPETENCY REQUIREMENT

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

I. REIMBURSEMENT PROCEDURES & ALLOWNACE

Recall R10100 claims should be submitted using the LONG FORM application only.

Please note two (2) claims may be required to be submitted, as outlined below, when administrative allowance operation 19119* is applicable.

Claim Type: R10100
Cause Code: 02
CSC Code: XW
Main OP: 97766-2
Failed Part: 31346549

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97766-2	Fuse replace acc. to QB R10100	1	0.1

*If the total labor allowance is equal to 0.1 hours for all repairs to the same vehicle on the same day, a separate claim must be submitted for operation 19119 for 0.1 hours.

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
19119	Administrative Allowance	1	0.1

Please Note: Administrative allowance may only be claimed when the total labor does not exceed 0.1 hours for all repairs, to include but not limited to FSM, CPO, Goodwill, Service Campaigns or Recalls, on a Repair Order. Claims that do not conform to this policy will be denied.

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.