



# Quality Bulletin

TITLE:

**Recall R10120: Hydraulic Unit  
Model Year 2020 - 2021 XC60, XC90 and S90L**

<b>GROUP:</b> 5200	<b>CAT/NO:</b> R10120	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2021-09-17	<b>STATUS DATE:</b> 2021-09-17
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“Right first time in Time”

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**A. RECALL R10120 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10120 on certain model year 2020-2021 XC60, XC90 and S90L vehicles.

Volvo Cars investigations have identified that there may be a risk that certain welding between the Hydraulic brake unit motor’s rotor shaft and the magnet package (armature) can partially or fully be missing.

The welding defect can potentially result in a failure if magnet segments aren’t sufficiently welded. The risk of a potential slip between the motor shaft and the magnet package (armature) is likely to appear suddenly in situations when high motor torque\* is requested and/or in combination with high motor rpm.

Decreased motor performance will be detected and result in a redundant hydraulic fall back.

- No brake boost
- ABS disabled



- ESC disabled - All other hydraulic control functions are disabled except EBD (Electronic brake force distribution)
- Red Brake warning light, ABS and ESC warning light activated.
- IPB (Integrated parking brake) related functions remain active. FSI (Fallback Support by IPB) available.

**\*High motor torque is requested when a high pressure and/or pressure gradient are required. Those situations are relatively rare i.e. hard emergency braking.**

**To remedy the concerned vehicles, Volvo Cars will replace the Hydraulic Unit, free of charge to the customer.**

**A total of 9 U.S. and 1 Canadian vehicle are eligible for this recall.**

## **WHAT SHOULD YOUR CUSTOMERS DO NOW?**

We have no reports of incidents related to the issue. Due to the limited number of involved vehicles Volvo Cars Customer Care will call each of the owners and provide them with additional information and guidance on how best to have this recall repair completed. Should customers contact you requesting information on their vehicle please direct them to Customer Care.

## **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 R10120 Hydraulic Unit” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10120 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles must be checked for any incomplete Recalls, Service Campaigns or Service Actions. All open Recall, Service Campaign or Service Action repairs must be completed.

## **C. PARTS / PARTS RETURN**

Please refer to Parts Bulletin R10120.

## **D. OWNER NOTIFICATION**

Owners will be contacted by the Customer Care team. If the owner is not able to be reached an owner’s 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.

## **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 \$22,723 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 inspected/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.

## F. RETAILER RESPONSIBILITY

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

## G. TECHNICIAN COMPETENCY REQUIREMENT

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

## H. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall R10120 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10120  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97791  
**Failed Part No.:** 36011717

<u>Operation Number</u>	<u>Repair Description</u>		
<b>97791-2</b>	<b>Brake boost replace acc. to QB-R10120</b>		
<b>Type &amp; Engine</b>	<b>OP Variant Group</b>	<b>Time</b>	<b>Number of Affected Vehicles</b>
238/BR	S90L - Plug In Hybrid	2.5	(1)
246/BR	XC60 II - Plug In Hybrid	2.5	(2)
256/BR	XC90 II - Plug In Hybrid	2.6	(7)
<b>36004-2</b>	<b>Software control download module</b>		
<b>Type &amp; Engine</b>	<b>OP Variant Group</b>	<b>Time</b>	<b>Number of Affected Vehicles</b>
238/BR	S90L - Plug In Hybrid	.7	(1)
246/BR	XC60 II - Plug In Hybrid	.7	(2)
256/BR	XC90 II - Plug In Hybrid	.7	(7)

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.