

Quality Bulletin

TITLE:

**Recall R10125: Driver Airbag
S60 MY 2001-2009 and S80 MY 2001-2006 vehicles**

GROUP: 8800	CAT/NO: R10125	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States	
REVISIONS: Section I. Changes to Failed Part Numbers			ISSUE DATE: 2021-09-30	STATUS DATE: 2021-10-22
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“Right first time in Time”

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A. RECALL R10125 DESCRIPTION

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Recall R10125 on certain S60 Series MY 2001-2009 and S80 Series MY 2001-2006 vehicles.

Volvo has identified if the airbag inflator propellant tablets are subjected to elevated moisture levels and frequent high inflator temperatures, the tablets can start to decay and form dust particles. This localization of moisture leads to volumetric changes of the tablets surface creating dust over time. Dust increases burn surface area and thereby burn rate. Higher burn rate can result in higher combustion chamber pressure and risk of inflator rupture. This condition could render the driver to be struck by fragments of metal from the inflator.

The corrective action is to replace the Driver Airbag.

A total of 259,383 U.S. vehicles are eligible for this recall.

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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 R10125 Driver Airbag” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10125 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.

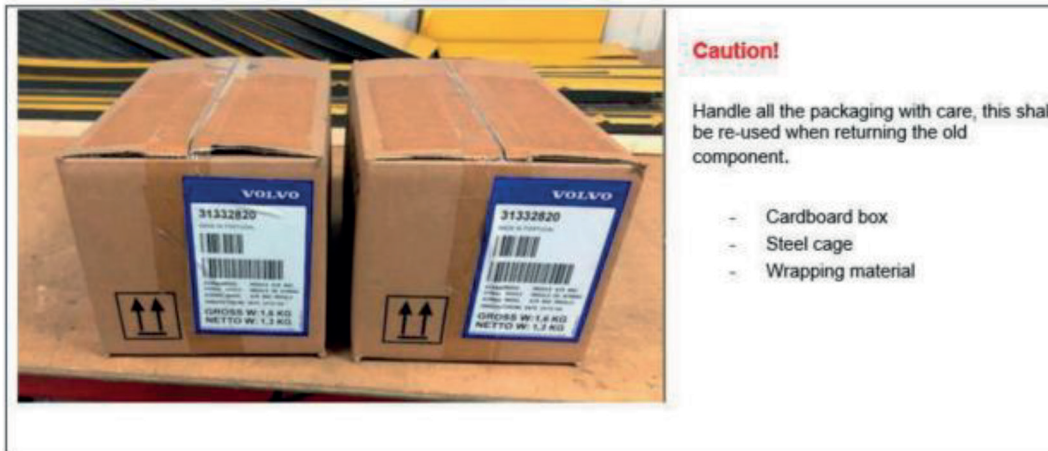
C. PARTS / PARTS RETURN

PARTS RETURN PROCESS INSTRUCTIONS AVAILABLE.

It is imperative that NO AIRBAGS ARE DETONATED/DEPLOYED once removed from the vehicle. VIDA may instruct the technicians to do so but detonating the airbag should not be done. Defective parts will be required to be sent back to Volvo for disposal.

NOTE: Please refer to the separate document with specific RETURN PROCESS INSTRUCTIONS. Refer to SMB 88-010 and Parts Bulletin 88-010.

Please refer to Parts Bulletin R10125 for part number information.



NOTE: S60's have always been factory equipped with charcoal-gray airbags and will be replaced with same color charcoal-gray. S80 replacement airbags will only be supplied in charcoal-gray. Parts for the **S80 MY01 will not be available** until a later date.

Light colored Interior



New airbag charcoal



Illustration of S80 Interior, example

D. OWNER NOTIFICATION

An owner notification letter will be sent out to owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

The S80 Model Year 2001 customers will receive a letter notifying them of the recall and that parts are not available at this time.

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/repared. 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 inspected/repared 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.

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I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall R10125 claims should be submitted using the LONG FORM application only.

IMPORTANT: The Serial Number of the NEW Airbag, and only the serial number, must be entered on the first line of the Warranty Claim "Repair Text". Claims for Recall R10125 will not be required to follow Volvo's published Repair Text requirements. The Volvo Personnel ID number should not be included. Do not add any additional text, figures or comments. If the NEW serial number is not provided on the first line of the repair text the claim will be rejected. It must also be noted on the Repair Order hardcopy.



Claim Type: R10125
Cause Code: 02
CSC Code: XW
Main OP: 97755
Failed Part: 32332161 3-Spoke, 32332168 4-Spoke

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97755	Driver Airbag Replace acc. to QB	1	0.2 S60 0.3 S80

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.