

# Quality Bulletin

## TITLE:

**Recall R10170: Accelerator Pedal Sensor, Model Year 2021-2022 XC40 BEV**

GROUP:

2711

CAT/NO:

R10170

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

United States and Canada

REVISIONS:

ISSUE DATE:

2022-05-31

STATUS DATE:

2022-05-31

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**“Right first time in Time”**

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**A. RECALL R10170 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10170 on certain model year 2021-2022 XC40 Battery Electric Vehicles (BEV).

Volvo Cars Investigations have identified that water may enter the cable harness for the accelerator pedal. The water may cause corrosion in accelerator pedal internal circuits; this may cause the signals from the pedal to be corrupted increasing the risk of a crash.

The corrective action is to inspect for corrosion in the Accelerator Pedal Sensor (APS) and connector terminals and change if fault detected. In all cars a capillary action breaking splice will be installed to prevent any risk of future water intrusion to the APS. If Diagnostic Trouble Code (DTC) P212200, P212300, P212700, P212800, P212036, P212037, P212038, P213800, or P060C92 are detected, replace the APS along with a new cable connector kit.

A total of 5,351 U.S. and 459 Canadian vehicles are eligible for this recall.

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## 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 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 R10170 Accelerator Pedal Sensor” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10170 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. If you have any questions concerning this recall, send them to [recall@volvocars.com](mailto:recall@volvocars.com).

## C. PORT VEHICLES

There are no eligible vehicles in the ports. Vehicle eligibility must be confirmed as outlined in Step B. above.

## D. PARTS / PARTS RETURN

Parts availability is very limited at this time, and retailers should only order if needed. Please refer to Parts Bulletin R10170 for part number information.

## E. QUALITY BULLETIN INSTRUCTIONS

For the recall to be performed, please follow the specific instructions found in the QBI for vehicles with and without corrosion.

## F. OWNER NOTIFICATION

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

## G. VEHICLES IN RETAILER INVENTORY

### New Vehicles in Retailer Inventory

**It is a violation of US 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.

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## 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 US 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.

## H. RETAILER RESPONSIBILITY

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

## I. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 3 – Certified Tech.

## J. REIMBURSEMENT PROCEDURES & RETIALER ALLOWNACE

Recall R10170 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10170

**Cause Code:** 02

**CSC Code:** XW

**Main OP:** 97901-2

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
97902-3	APS Reconstruction of connector acc: to QB R10170	1	XC40 BEV	.4
97901-2	APS Control Contact acc: to QB R10170	1	XC40 BEV	.5

\* 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.

\* 97901-2 is used on vehicles when no corrosion is detected only.

\* 97902-2 can be claimed along with 97901 when corrosion is detected.