



Vincent D'Auria

Senior Manager Product, Safety & Compliance - Regulatory & Compliance

January 6, 2023
Subject: Recall R10213
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 \$22,723 per violation.

Correct all vehicles in your new vehicle inventory before delivery.

USED VEHICLES IN RETAILER INVENTORY

Volvo Car USA is ordering the stop-delivery of affected vehicles in auction and retailer 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 R10213 on certain model year 2019-2022 V60CC, XC60 and XC90 vehicles.

Volvo Cars Investigations have identified that a manufacturing error in the supplier's screw assembly station has in rare cases fed double screws on top of each other. There is a risk of the steering wheel locking up due to the screw falling into the gearbox housing, increasing the risk of a crash.

The corrective action is to replace the Steering Gear.

Volvo Cars centrally has not received any reports alleging injuries, fatalities, or crashes related to this condition.



A total of 74 U.S. and 7 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall R10213 Steering Gear" will appear for eligible vehicles, F4+History from the main Inquiry menu must be selected to confirm Recall R10213 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10213 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.

OWNER NOTIFICATION

An owner notification letter will be sent out in late February that will notify the owner of this recall.

PARTS / PARTS RETURN

Please review Parts Bulletin R10213 once available.

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 any questions about this recall or any other field service action, please send an e-mail with your retailer code to recall@volvocars.com.

CLAIM SUBMISSION

Claim submission instructions will be made available 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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