



Volvo Car USA LLC

Announcement Title

Recall R10254: Passenger Airbag

Issuer (Name, Dept.)

Quality, Product, Safety & Compliance

Issue Date

11/21/23

Version No.

1

Last Revision Date

Audience (Retailer Job Role)

All U.S. and Canadian Volvo Retailers

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Dear Volvo Retailer Partner

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Recall R10254: Passenger Airbag on certain model year 2019-2024 S60 vehicles.

Volvo Car Investigations have determined that the Passenger Airbag may have been improperly attached during production, attributed to incorrect torque specifications.

As a result, in the event of a crash the Passenger Airbag may not deploy correctly, increasing the risk of injury.

To remedy concerned vehicles, Volvo Cars will inspect the bolt torque ensuring all bolts are torqued according to specification.

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

A total of 346 U.S. and 16 Canadian vehicles are eligible for this recall.

**Note:** Vehicles will not be tagged until after 11.27.23. Please refer to the affected VIN list and Quality Bulletin Instructions until the Quality bulletin package is released. Warranty claims should be submitted after 11.27.23.

**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 \$26,315.00 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.

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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?**

We have no reports of incidents related to the issue; however, we encourage customers to contact their retailer and have this recall repair completed as soon as possible.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall R10254 PAB” will appear for eligible vehicles. F4+History from the main Inquiry menu must be selected to confirm Recall R10254 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10254 eligible vehicles not yet delivered to customer must be corrected prior to delivery.

All vehicles must be checked for any incomplete recalls, service campaigns or service upgrades. All open recalls, service campaigns or Service Action repairs must be completed. If you have any questions concerning this recall or your retailer’s affected vehicles, please send an e-mail with your retailer code to [recall@volvocars.com](mailto:recall@volvocars.com).

**Owner Notification**

An owner notification letter will be sent out in mid-January that will notify the owner of this recall.

**Port Vehicles**

It is the retailer’s responsibility to check vehicle eligibility prior to delivery.

**Parts / Parts Return**

Please review Parts Bulletin R10254 once available.

**Claim Submission**

Claim submission instructions will be made available in the R10254 Quality Bulletin once available.



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### **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.

Your Cooperation in completing this important recall is greatly appreciated.

Sincerely

VCUSA Product, Safety, and Compliance