



Volvo Car USA LLC

Announcement Title

Recall R10289: BCM2 Push Rod

Issuer (Name, Dept.)

Quality, Product, Safety & Compliance

Issue Date

10/23/24

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 R10289: BCM2 Push Rod on certain model year 2020 S60, V60, S90I, XC60 and XC90 vehicles.

Volvo Car Investigations has determined that the two bolted rods connecting the brake pedal to the hydraulic brake unit may have not been assembled correctly at the supplier. The final torque might not be according to manufacturing specification.

As a result, a reduction in brake support functions can occur increasing the risk of a crash.

To remedy concerned vehicles, Volvo Cars will torque the pushrod screw according to specification.

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

A total of 291 U.S. and 82 Canadian vehicles are eligible for this recall.

Note: There is a special tool required for this repair. However, due to the small population that is affected by this recall, once the tool is available we will update the retailer package at a later date. If you have questions regarding vehicle eligibility, please contact the recall mailbox at recall@volvocars.com.

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



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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?

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 R10289 BCM2 Push Rod” will appear for eligible vehicles. F4+History from the main Inquiry menu must be selected to confirm Recall R10289 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10289 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.

Owner Notification

An owner notification letter will be sent out in mid-December 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

No Parts Bulletin is required for this repair.



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Claim Submission

Claim submission instructions will be made available in the R10289 Quality Bulletin once available.

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