



Volvo Car USA LLC

Announcement Title

Recall R10296: Far Side Airbag

Issuer (Name, Dept.)

Quality, Product, Safety & Compliance

Issue Date

12/18/24

Version No.

1

Last Revision Date

Audience (Retailer Job Role)

All U.S. Volvo Retailers

Page

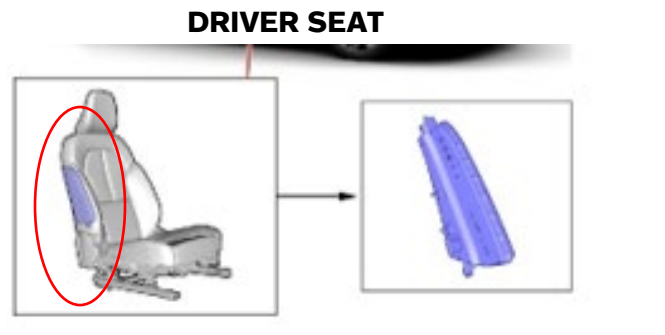
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Dear Volvo Retailer Partner

Volvo Cars USA LLC on behalf of the Volvo Car Corporation has decided to launch Recall R10296: Far Side Airbag on certain model year 2023-2024 C40 vehicles.

Volvo Car Investigations has determined that the supplier's assembly station had incorrect software control parameters that caused the clamps on the driver side inner Far Side Airbag (FSAB) to not be crimped properly.

As a result, in the event of a crash, the driver side inner FSAB may not deploy correctly, increasing the risk of injury.



To remedy concerned vehicles, Volvo Cars will replace the inner FSAB in the driver front seat.

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

A total of 2 U.S. vehicles are affected by this recall.

**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.



### **COURTESY VEHICLES IN RETAILER INVENTORY**

Volvo requests that retailers remove all courtesy vehicles from service that are affected by a Safety Recall unless the remedy has been performed.

### **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?**

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 R10296 Far Side Airbag” will appear for eligible vehicles. F4+History from the main Inquiry menu must be selected to confirm Recall R10296 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10296 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 early-February that will notify the owner of this recall.



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**Port Vehicles**

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

**Parts / Parts Return**

Please refer to parts bulletin R10296 for parts information.

**Claim Submission**

Claim submission instructions will be made available in the R10296 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