

**Volvo Car USA LLC****Quality Bulletin**

Bulletin Title		Group	NO
Recall R10289: BCM2 Push Rod, MY 2020 S60, V60, S90I, XC60 and XC90		52	R10289
Issuer (Dept.)	Car Market	Issue Date	Status Date
Product, Safety and Compliance	United States and Canada	11/25/24	11/25/24
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A. RECALL R10289 DESCRIPTION

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.

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Note: There is a special tool required for this repair. However, due to the small population affected by this recall, the tool should only be ordered if needed. The tool needed is a crowfoot adjustable wrench (see below). This tool can be claimed one time as a sublet on the QB (see section I). This tool can be purchased here:

[Amazon – Crowfoot adjustable wrench](#)



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. VEHICLES IN RETAILER INVENTORY MUST BE REPAIRED PRIOR TO SALE.

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.

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.

C. PORT VEHICLES

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

D. PARTS / PARTS RETURN

No parts are required to be returned for this recall.

E. OWNER NOTIFICATION

An owner notification will be sent out in mid-December that will notify the owner of this recall instructing them to contact their Volvo Retailer and request an appointment to have this repair completed.

F. VEHICLES IN RETAILER INVENTORY

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 vehicle. Correct all vehicles in your new vehicle inventory before delivery.

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 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.

G. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle at new car delivery and or at any service appointment.

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H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Quality/G1.

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall R10289 claims should be submitted using the LONG FORM application only.

Claim Type: R10289
Cause Code: 02
CSC Code: XW
Main OP: 97568-2
Failed Part: 9139567 (No Parts Involved)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97568-2	Push rod brake pedal, check acc. To QB	1	0.5

Please note: Retailers can claim the cost of **ONE** tool. The cost for the tool can be claimed by using sublet operation **97083-2** on the QB.

***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.**