

Bulletin Title Recall R10296: Far Side Airbag, MY 2023-2024 C40		Group 88	NO R10296
Issuer (Dept.) Product, Safety and Compliance	Car Market United States	Issue Date 12/18/24	Status Date 12/18/24
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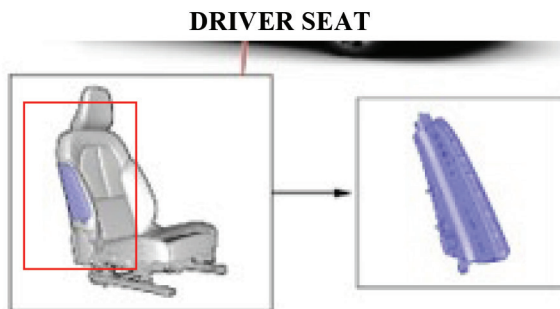
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A. RECALL R10296 DESCRIPTION

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 line 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.

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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 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.

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 early-February 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.

Loaner/Rental Vehicles in Retailer Inventory

Volvo requests that retailers remove all Loaner/Rental vehicles from service that are covered by a Safety Recall unless the remedy has been performed.

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.

H. TECHNICIAN COMPETENCY REQUIREMENT

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

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall R10296 claims should be submitted using the LONG FORM application only.

Claim Type: R10296
Cause Code: 02
CSC Code: XW
Main OP: 97574-2
Failed Part: 32403043 (Airbag Module)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97574-2	Airbag seat replace acc. To QB	1	0.5

***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.**