



Vincent D'Auria

Senior Manager Product, Safety & Compliance

September 15, 2020

IMMEDIATE VEHICLE INSPECTION PRIOR TO SALE REQUIRED

To: All U.S. Volvo Retailers
Re: Delivery Action D10045: S60 Wheel Hub Bolts

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation, has identified that on a limited number of model year 2021 S60 vehicles, the wheel hub bolts may not be torqued according to specification and may cause a metallic noise while driving.

The corrective action is to check the wheel hub bolt torque using a torque wrench set to 50 Nm, as outlined in the attached work instruction.

A total of 95 U.S. vehicles are eligible for this delivery action.

All eligible vehicles must be upgraded prior to retail sale according to the attached method.

Vehicles in retailer inventory must be inspected prior to sale.

OWNER NOTIFICATION

This action does not apply to retailed vehicles. Please follow normal claim submission procedures for vehicles in New Car Warranty.



RETAILER RESPONSIBILITIES

Retailers must perform this delivery action on eligible vehicles regardless of Miles / kilometers or vehicle age. Claims may be submitted as instructed in the Quality Bulletin.

Your regional representative will follow up to ensure that Delivery Action D10045 is proceeding smoothly.

A complete description of the Delivery Action requirements and claim submission procedures are available in the Quality Bulletin.

It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Quality Bulletin
- Work Instruction/Method
- Affected VIN List

Your cooperation in completing Delivery Action D10045 is greatly appreciated.

All vehicles should be checked for any other incomplete actions.

If you have any questions about this or any other field service action, please contact me or any member of the Warranty or Product, Safety & Compliance office.

Drive Safely,

A handwritten signature in blue ink, appearing to read "Vincent D'Auria".

Vincent D'Auria
Senior Manager Product, Safety & Compliance
201-647-0004
vincent.dauria@volvocars.com



Quality Bulletin

TITLE:

**Delivery Action D10045: S60 Wheel Hub Bolts
Model Year 2021**

GROUP: 61	CAT/NO: D10045	ISSUING DEPARTMENT: Regulations and Compliance	CAR MARKET: United States
REVISIONS:			ISSUE DATE: 2020-09-15
			STATUS DATE: 2020-09-15
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"Right first time in Time"

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A. DELIVERY ACTION D10045 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation, has identified that on a limited number of model year 2021 S60 vehicles, the wheel hub bolts may not be torqued according to specification and may cause a metallic noise while driving.

The corrective action is to check the wheel hub bolt torque using a torque wrench set to 50 Nm, as outlined in the attached work instruction.

A total of 95 U.S. vehicles are eligible for this delivery action.

All eligible vehicles must be upgraded prior to retail sale according to the attached method.

Vehicles in retailer inventory must be inspected prior to sale.

OWNER NOTIFICATION - This action does not apply to retailed vehicles. Please follow normal claim submission procedures for vehicles in New Car Warranty.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

Vehicle eligibility must be confirmed:

Vehicle Inquiry – Vehicle Warranty where the message “D10045 Wheel Hub Screw” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Delivery Action D10045 has not been completed or check eligibility 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 delivery action send them to recall@volvocars.com.

C. PARTS/PARTS RETURN

Part No, *30670602 – QTY 0 – 2, Sems Screw Rear Wheel Hub Screw

*Replacement of screw is only valid on the rear due to locking fluid.

No Parts are required to be returned.

D. PORT VEHICLES

NOT all vehicles arriving from the ports will have been completed. First check vehicle eligibility in Vehicle Inquiry.

E. OWNER NOTIFICATION

No owner notification. This action does not apply to retailed vehicles.

F. NEW VEHICLES IN RETAILER INVENTORY

It is a violation of federal law for a retailer to deliver any new Volvo that is eligible for 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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before Delivery.

G. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking Possession of the vehicle.

H. CAMPAIGN REIMBURSEMENT PROCEDURES

Delivery Action D10045 claims should be submitted with new car warranty procedures.

I. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 – Certified Tech.

J. RETAILER ALLOWANCE

* **Please note** Use one of two operation numbers for Check and Repair depending on vehicle type 2WD or 4WD.

Cause Code: 02

CSC Code: XW

Main OP: 99910-1 Delivery stop acc. to QB-D

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99910-1	Delivery stop acc. To QB-D	1	0.1
99921-2	Check and re torque 2WD vehicles	*	0.1
99922-2	Check, re torque and/or repl. Screw 4WD vehicles	*	0.2

V O L V O

D10045 – Wheel Hub Bolts

2020.09.15

D10045 – Wheel Hub Bolts

Deviation Description:

There is a risk that the bolts securing the wheel hub to drive shaft may not be torqued according to specifications.

Customer Symptom:

A customer might experience a metal-to-metal noise in the front wheels on 2WD vehicles and on any wheel on AWD and PHEV variants.

Corrective action:

Check bolt torque and if needed re torque the bolts on front wheels and replace bolts on the rear wheels according to Check & Repair instruction on page 3 and 4.

This operation can be done on the ground without removing the wheels.

V O L V O

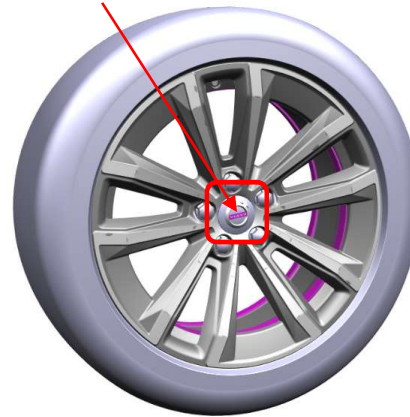
Check & repair instruction Wheel hub bolts on vehicles with 2WD

Remove the wheel cap with the Volvo logo of both front wheels.

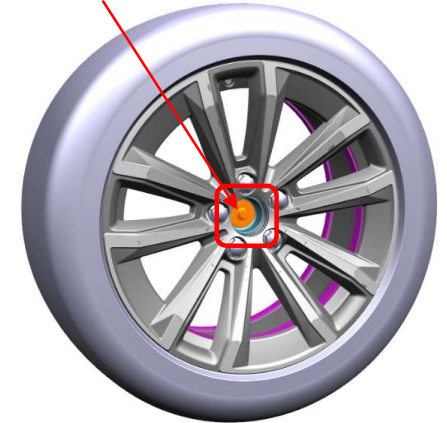
- Inspect if bolt is torqued correctly using a torque wrench set on 50 Nm.
- If the bolt torque is less than 50 Nm, loosen the bolt and re torque the existing bolt to 45Nm+90deg.

Repeat this step for the opposite front wheel.

Pic 1: Remove wheel cap



Pic 2: Visible wheel hub screw



Check & repair instruction Wheel hub bolts on vehicles with 4WD

Remove the wheel cap with the Volvo logo of both **front** wheels.

- Inspect if a bolt is torqued using a torque wrench set on 50 Nm.
- If the bolt torque is less than 50 Nm, loosen the bolt and re torque the existing bolt to 45Nm+90deg.

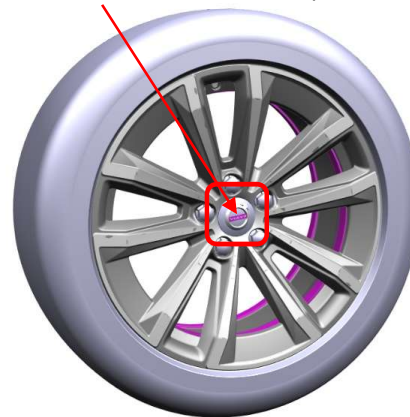
Repeat these steps for the opposite **front** wheel.

Remove the wheel cap with the Volvo logo of both **rear** wheels.

- Inspect if a bolt is torqued using a torque wrench set on 50 Nm.
- If a bolt torque is less than 50 Nm, remove the existing bolt. Reassemble using a new bolt, part# 30670602, with a torque of 45Nm+90deg.

Repeat these steps for the opposite **rear** wheel.

Pic 1: Remove wheel cap



Pic 2: Visible wheel hub screw

