



Quality Bulletin

TITLE:

**Service Action S10083: Rear Wiper Fuse, XC40 Recharge
Model Year 2021**

GROUP: 3722	CAT/NO: S10083	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-03-12	STATUS DATE: 2021-03-12
Page 1 of 3				

“Right first time in Time”

- A. SERVICE ACTION S10083 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION/PARTS RETURN**
- D. OWNER NOTIFICATION**
- E. QUALITY BULLETIN INSTRUCTIONS**
- F. VEHICLES IN RETAILER INVENTORY**
- G. RETAILER RESPONSIBILITY**
- H. TECHNICIAN COMPETENCY REQUIREMENT**
- I. SERVICE ACTION REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

A. SERVICE ACTION S10083 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada Ltd on behalf of Volvo Car Corporation, has decided to launch Service Action S10083 on certain Volvo XC40 Recharge Model Year 2021 vehicles.

Volvo has identified that the rear wiper motor is protected by a 5 ampere (A) fuse instead of a 15A fuse in the central junction box. There is a risk that the 5A fuse may blow prematurely if wiper system is put under stress , for instance when a rear wiper is blocked due to ice or snow build up. In a worst-case scenario, the fuse will blow and the rear wiper will not function. No DTC’s or DIM messages will be set if the fuse is blown.

The corrective action is to replace the incorrect 5A fuse with a 15A fuse.

S10083 affects 432 vehicles in the U.S. and 41 in Canada.



B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION. VEHICLES IN RETAILER INVENTORY MUST BE UPGRADED PRIOR TO SALE.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Service Action S10083 Rear Wiper Fuse” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10083 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles should be checked for any incomplete Recalls, Service Campaigns or Service Actions. All open Recall, Service Campaign or Service Action repairs should be completed.

C. PARTS INFORMATION / PARTS RETURN

Please refer to the Parts Bulletin.

PARTS RETURN

No parts are required to be returned to TMA for this service action.

D. OWNER NOTIFICATION

No owner notification is planned at this time.

E. QUALITY BULLETIN INSTRUCTIONS

Please refer to the Instruction_S-10083 for correct repair method.

F. VEHICLES IN RETAILER INVENTORY

Vehicles in retailer inventory must be completed prior to sale.

G. RETAILER RESPONSIBILITY

Retailers must check eligibility prior to completing this service action. All eligible vehicles must have this service action completed prior to customer delivery.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this repair is Level 2 Master Certified Technician.



Quality Bulletin S10083

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Labor reimbursement is effective at time of release and may change in the future.

Claim Type: S10083
Cause Code: 02
CSC Code: XW
Main OP: 97753
Failed Part: 31346548

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97753-2	Fuse replace acc. to QB S10083	1	0.1