



Vincent D'Auria

Senior Manager Product, Safety & Compliance - Regulatory & Compliance

February 25, 2021

Subject: Rear Suspension Air Compressor Extended Warranty

To: All U.S. and Canadian Volvo Retailers

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has voluntarily decided to extend warranty coverage on the Rear Suspension Air Compressor for certain model year 2017-2020 S90 Series, 2017-2020 V90 Series, 2016-2020 XC90 and 2018-2020 XC60 models. Volvo has determined that there is the potential for a malfunction caused by a valve inside the compressor which may contain residue from an anti-corrosive agent. A Diagnostic Trouble Code (DTC) SUM-B104177 and SUM-C103B4B/C103B98 will be set and the fuse will blow.

The corrective action is to replace the Rear Suspension Air Compressor if the fuse is blown and the vehicle displays the condition listed in the Quality bulletin.

For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage for the Rear Suspension Air Compressor for 7 years unlimited mileage from the original vehicle in service date. Coverage is limited to the symptoms described in this bulletin for the Air Compressor only.

The 7-year extended warranty only applies to vehicles which have exceeded the 4 year or 50,000 miles / 80,000 kilometers New Vehicle Warranty by time or mileage.

The limitations and conditions for this extended warranty are identical to the Volvo New Vehicle Warranty. Please refer to the Warranty and Maintenance Records Information booklet for details.

OWNER NOTIFICATION

Owners of eligible vehicles will be mailed a notification letter with details of this extended warranty coverage.

RETAILER RESPONSIBILITIES

- Quality Bulletin

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



Please check Warranty Vehicle Inquiry for vehicle eligibility prior to performing this repair. All vehicles should be checked for any incomplete actions.

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

Drive Safely,

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

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



Quality Bulletin

TITLE:

Extended Warranty P10064: Rear Suspension Air Compressor; Model Year 2017-2020 S90 Series, 2017-2020 V90 Series, 2016-2020 XC90 and 2018-2020 XC60

GROUP: 72	CAT/NO: P10064	ISSUING DEPARTMENT: Regulatory & Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-02-26	STATUS DATE: 2021-02-26
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“Right first time in Time”

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- E. CUSTOMER REIMBURSEMENT PROCEDURES
- F. TECHNICIAN COMPETENCY REQUIREMENT
- G. RETAILER ALLOWANCE AND CLAIM SUBMISSION

A. VOLVO REAR SUSPENSION AIR COMPRESSOR EXTENDED WARRANTY DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has voluntarily decided to extend warranty coverage on the Rear Suspension Air Compressor for certain model year 2017-2020 S90 Series, 2017-2020 V90 Series, 2016-2020 XC90 and 2018-2020 XC60 models. Volvo has determined that there is the potential for a malfunction caused by a valve inside the compressor which may contain residue from an anti-corrosive agent. A Diagnostic Trouble Code (DTC) SUM-B104177 and SUM-C103B4B/C103B98 will be set and the fuse will blow.

The corrective action is to replace the compressor if the fuse is blown and the vehicle displays the condition listed in this bulletin.

For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage for the Rear Suspension Air Compressor for 7 years unlimited mileage from the original vehicle in service date. Coverage is limited to the symptoms described in this bulletin for the Rear Suspension Air Compressor only.

The 7-year extended warranty only applies to vehicles which have exceeded the 4 year or 50,000 miles / 80,000 kilometers New Vehicle Warranty by time or mileage.



The limitations and conditions for this extended warranty are identical to the Volvo New Vehicle Warranty. Please refer to the Warranty and Maintenance Records Information booklet for details.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS EXTENDED WARRANTY.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Air Compressor EXT WTY P10064” will appear for eligible vehicles. Eligibility can also be confirmed in TIE.
- **Only vehicles with this message are eligible for this extended warranty.**

C. PARTS INFORMATION / PARTS RETURN

Please refer to the Technical Journal 31423.

PARTS RETURN

Rear Suspension Air Compressor replaced under this extended warranty program will not be required to be returned.

D. OWNER NOTIFICATION

Owners of eligible vehicles will be mailed a notification letter with details of this extended warranty coverage.

E. RETAILER RESPONSIBILITY

Only replacements based on the diagnosis and which is a result of a Rear Suspension Air Compressor issue described in this bulletin, will be covered by this extended warranty and performed at no charge.

F. CUSTOMER REIMBURSEMENT PROCEDURES FOR CUSTOMERS WHO PREVIOUSLY PAID FOR THIS REPAIR

U.S. and Canadian Customers send the **repair order** with a **copy of the customer letter** to:

Volvo Car USA LLC
Air Compressor Extended Warranty
1800 Volvo Place
Mahwah, NJ 07430

OR Email to:

U.S. Customers email a copy of the letter and repair order to vcnacare@volvoforlife.com
Canadian Customers email a copy of the letter and repair order to vcfcust@volvoforlife.com

- To avoid delays do not send this information to any other location.
- The repair order must show that the customer previously paid for a Rear Suspension Air



Quality Bulletin P10064

Compressor replacement, prior to the date of the customer notification letter, with the symptoms described in this bulletin, and include the amount paid, the date of payment, and the customer's name and address. If the repair order does not include the vehicle's VIN number, the customer should provide some other documentation reflecting that number, or simply write that VIN number onto the repair order.

U.S. Customers can call 1-800-458-1552 or e-mail vcnacare@volvoforlife.com to check on the status of their claim.

Canadian customers can check claim status by calling 1-800-663-8255 or email vcfcust@volvoforlife.com.

Please allow 8 weeks for reimbursement.

G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Level 3 Certified Tech.

H. RETAILER ALLOWANCE AND CLAIM SUBMISSION

The Long Form Application is required when submitting claims covered under extended warranty coverage P10064.

Claim Type: P10064: vehicles beyond the New Vehicle Warranty*

01: Vehicles still within the New Car Warranty*

* 4 years/50,000 miles/80,000 kms, whichever occurs first.

Failed Part#: 32315091
Main Operation Number: 97720
Cause Code: 10
Symptom Code: DL

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97720-2	Compressor, air suspension Replace acc. To QB 10064	1	0.3
36050-2	Calibrating/identifying with VIDA	1	0.2
36060-3	Calibrating with VIDA	1	0.1
*99921-2	XC90 – Check/replace fuse gen. reimburse	1	0.1
*99924-2	XC60/S90 – Check/replace fuse gen. reimburse	1	0.4
*99921-2	V90/V90CC – Check/replace fuse gen. reimburse	1	0.5

*Labor Operation is dependent on Model

After confirming vehicle eligibility in warranty vehicle inquiry, all claims for vehicles within the New Vehicle Warranty must be submitted using claim type 01.

Claims for vehicles outside the parameters of the New Vehicle Warranty must be submitted using claim type P10064 per the instructions in this bulletin.

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



EXTENDED WARRANTY NOTICE

VOLVO CAR USA LLC
PO Box 3757, Highland Park, MI 48203-9984

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FIRST-CLASS
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PAID
VOLVO CAR



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Dear Volvo A. Owner
12345 Main St.
Any City, US 12345-6789



March 23, 2021

Dear Dear Volvo A. Owner,

Subject: Rear Suspension Air Compressor – Extended Warranty

Volvo Car USA LLC on behalf of Volvo Car Corporation, has voluntarily decided to extend warranty coverage on the Rear Suspension Air Compressor for certain model year 2017-2020 S90 Series, 2017-2020 V90 Series, 2016-2020 XC90 and 2018-2020 XC60 models. Volvo will extend the warranty coverage for the Rear Suspension Air Compressor to 7 years, unlimited mileage from the original service date. Coverage is limited to the symptoms described in this letter for the Rear Suspension Air Compressor only.

Why is Volvo extending coverage on the Rear Suspension Air Compressor?

Volvo has determined that there is the potential for a malfunction caused by a valve inside the compressor which may contain residue from an anti-corrosive agent. A “suspension system service required” message will be displayed in the Drivers Information Module display. Diagnostic Trouble Codes will be stored in diagnostic memory, and the fuse for the air compressor may blow.

If your Volvo displays the condition listed in this letter, your authorized Volvo retailer will replace the Rear Suspension Air Compressor. The repair procedure will be performed at no cost and can take up to one hour to complete. However, the time your Volvo retailer requires to service your vehicle may be slightly longer depending on the vehicle.

It is not necessary to contact your Volvo retailer unless you are experiencing the condition described in this letter.

If your vehicle is still under the New Vehicle Limited Warranty and experiencing the conditions outlined in this letter, the repair will be covered. If your vehicle has exceeded the New Vehicle Limited Warranty by time or mileage, the extended coverage would take effect. Replacement of the Rear Suspension Air Compressor under this extended warranty coverage will be performed at no charge at an authorized Volvo retailer.

Reimbursement:

If you have already paid to have the Rear Suspension Air Compressor replaced, prior to the date of this letter, you may be eligible for a refund.

Volvo Car USA, LLC
1800 Volvo Place
Mahwah, NJ 07430
volvocars.us

How do you apply for a refund?

U.S. Customers send your **repair order** with a **copy of this letter** (retaining a copy of both for your records) to:

Volvo Car USA LLC
Volvo Consumer Relations / Front Suspension Air Compressor
1800 Volvo Place
Mahwah, NJ 07430

Or you can email us at:

U.S. Customers email a copy of the letter and repair order to vcnacare@volvoforlife.com

To **avoid delays** do not send this information to any other location.

The repair order must show that you previously paid for a Rear Suspension Air Compressor replacement prior to the date of this letter. Please include the amount you paid, the date of payment, your name, and documentation reflecting that number, or simply write that VIN number onto the repair order.

Please allow 8 weeks for reimbursement.

Only parts and labor costs relevant to repair or replacement of the Rear Suspension Air Compressor will be reimbursed under the terms of the extended warranty. Additional charges listed on the repair order for other services will not be included in the reimbursement.

If you have questions or seek status of your claim please contact:

U.S. Customers can call 1-800-458-1552 or e-mail vcnacare@volvoforlife.com to check on the status of their claim.

Thank you for your attention to this matter and remember to keep a copy of this letter for your records.

Drive Safely,



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



AVISO DE GARANTÍA EXTENDIDA

VOLVO CAR USA LLC
PO Box 3757, Highland Park, MI 48203-9984

8 de marzo de 2021

Estimado propietario de un Volvo:

Asunto: Compresor de aire de suspensión trasera - Garantía extendida

Volvo Car USA LLC, en nombre de Volvo Car Corporation, ha decidido voluntariamente extender la cobertura de garantía del compresor de aire de suspensión trasera para ciertos vehículos de la serie S90 de los modelos de los años 2017 a 2020, serie V90 de los modelos de los años 2017 a 2020, XC90 de los modelos de los años 2016 a 2020 y XC60 de los modelos de los años 2018 a 2020. Volvo extenderá la cobertura de la garantía para el compresor de aire de suspensión trasera a 7 años, con millaje ilimitado desde la fecha de servicio original. La cobertura está limitada a los síntomas descritos en esta carta para el compresor de aire de suspensión trasera únicamente.

¿Por qué está Volvo extendiendo la cobertura para el compresor de aire de suspensión trasera?

Volvo determinó que existe la posibilidad de un mal funcionamiento a causa de una válvula dentro del compresor que puede contener residuos de un agente anticorrosivo. Aparecerá un mensaje de “suspension system service required” (se requiere servicio del sistema de suspensión) en la pantalla del Módulo de información para el conductor. Los códigos de problemas de diagnóstico se almacenarán en la memoria de diagnóstico, y el fusible del compresor de aire podría fallar.

Si su Volvo muestra la condición mencionada en esta carta, su vendedor de Volvo autorizado reemplazará el compresor de aire de suspensión trasera. El procedimiento de reparación se realizará sin costo y podría demorar hasta una hora. Sin embargo, es posible que su vendedor de Volvo necesite más tiempo para realizar el servicio de su vehículo, dependiendo del vehículo.

No es necesario que se comunique con su vendedor de Volvo a menos que experimente la condición descrita en esta carta.

Si su vehículo todavía se encuentra cubierto por la Garantía Limitada de Vehículo Nuevo y experimenta las condiciones descritas en esta carta, se cubrirá la reparación. Si su vehículo superó la Garantía Limitada de Vehículo Nuevo por tiempo o millaje, la cobertura extendida entrará en efecto. El reemplazo del compresor de aire de suspensión trasera conforme a esta cobertura de garantía extendida se realizará sin cargo en un vendedor de Volvo autorizado.

Reembolso:

Si ya pagó para que le reemplacen el compresor de aire de suspensión trasera antes de la fecha de esta carta, podría ser elegible para recibir un reembolso.

¿Cómo solicitar un reembolso?

Los **clientes de EE. UU.** deben enviar su **orden de reparación** con una **copia de esta carta** (guardando una copia de ambas para sus registros personales) a:



AVISO DE GARANTÍA EXTENDIDA

VOLVO CAR USA LLC
PO Box 3757, Highland Park, MI 48203-9984

Volvo Car USA LLC
Volvo Consumer Relations / Front Suspension Air Compressor
1800 Volvo Place
Mahwah, NJ 07430

O bien enviar un correo electrónico a:

Los **clientes de EE. UU.** pueden enviar una copia de la carta y la orden de reparación por correo electrónico a **vcnacare@volvoforlife.com**

Para **evitar retrasos**, no envíe esta información a ninguna otra ubicación.

La orden de reparación debe indicar que pagó previamente por el reemplazo de un compresor de aire de suspensión trasera antes de la fecha de esta carta. Incluya el monto que pagó, la fecha de pago, su nombre, y la documentación que incluya ese número, o solo escriba ese número de VIN en la orden de reparación.

El reembolso puede demorar unas 8 semanas.

Solo se reembolsarán los costos de piezas de repuesto y mano de obra relevantes para la reparación o el reemplazo del compresor de aire de suspensión trasera conforme a los términos de la garantía extendida. Los cargos adicionales enumerados en la orden de reparación por otros servicios no se incluirán en el reembolso.

Si tiene preguntas o desea averiguar sobre el estado de su reclamo, comuníquese con:

Los **clientes de EE. UU.** pueden llamar al 1-800-458-1552 o enviar un correo electrónico a **vcnacare@volvoforlife.com** para verificar el estado de su reclamo.

Gracias por su atención a este asunto, y recuerde conservar una copia de esta carta para sus registros personales.

Conduzca con cuidado,

Vincent D'Auria
Gerente Sénior de Productos, Seguridad y Cumplimiento – Regulaciones y Cumplimiento
201-647-0004
vincent.dauria@volvocars.com



Campaign: P10064

EXTENDED WARRANTY NOTICE

<<RFNAME>> <<RLNAME>>
<<RADD1>>
<<RADD2>>
<<RCITY>> <<RPROV>> <<RPCODE>>

VIN: <<VIN>>

Date

Dear Volvo Owner,

Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has voluntarily decided to extend warranty coverage on the Rear Suspension Air Compressor for certain model year 2017-2020 S90 Series, 2017-2020 V90 Series, 2016-2020 XC90 and 2018-2020 XC60 models. Volvo will extend the warranty coverage for the Rear Suspension Air Compressor to 7 years, unlimited mileage from the in service date. Coverage is limited to the symptoms described in this letter for the Rear Suspension Air Compressor only.

Why is Volvo extending coverage on the Rear Suspension Air Compressor?

Volvo has determined that there is the potential for a malfunction caused by a valve inside the compressor which may contain residue from an anti-corrosive agent. A "suspension system service required" message will be displayed in the Drivers Information Module display. Diagnostic Trouble Codes will be stored in diagnostic memory, and the fuse for the air compressor may blow.

If your Volvo displays the condition listed in this letter, your authorized Volvo dealer will replace the Rear Suspension Air Compressor. The repair procedure will be performed at no cost and can take up to one hour to complete. However, the time your Volvo dealer requires to service your vehicle may be slightly longer depending on the vehicle.

It is not necessary to contact your Volvo dealer unless you are experiencing the condition described in this letter.

If your vehicle is still under the New Vehicle Limited Warranty and experiencing the conditions outlined in this letter, the repair will be covered. If your vehicle has exceeded the New Vehicle Limited Warranty by time or mileage, the extended coverage would take effect. Replacement of the Rear Suspension Air Compressor under this extended warranty coverage will be performed at no charge at an authorized Volvo dealer.

Reimbursement:

If you have already paid to have the Rear Suspension Air Compressor replaced, prior to the date of this letter, you may be eligible for a refund.

How do you apply for a refund?

Canadian Customers send your **repair order** with a **copy of this letter** (retaining a copy of both for your records) to:

Volvo Car USA LLC
Volvo Consumer Relations / Front Suspension Air Compressor
1800 Volvo Place
Mahwah, NJ 07430

Or you can email us at:

Canadian Customers email a copy of the letter and repair order to **vclcust@volvoforlife.com**

To **avoid delays** do not send this information to any other location.

The repair order must show that you previously paid for a Rear Suspension Air Compressor replacement prior to the date of this letter. Please include the amount you paid, the date of payment, your name, and documentation reflecting that number, or simply write that VIN number onto the repair order.

Please allow 8 weeks for reimbursement.

Only parts and labor costs relevant to repair or replacement of the Rear Suspension Air Compressor will be reimbursed under the terms of the extended warranty. Additional charges listed on the repair order for other services will not be included in the reimbursement.

If you have questions or seek status of your claim please contact:

Canadian Customers can call 1-800-663-8255 or email vclcust@volvoforlife.com to check on the status of their claim.

Thank you for your attention to this matter and remember to keep a copy of this letter for your records.

Drive Safely,



Andrew Parravano
Director, Customer Service



Campagne : P10064

AVIS DE PROLONGATION DE GARANTIE

<<RFNAME>> <<RLNAME>>
<<RADD1>>
<<RADD2>>
<<RCITY>> <<RPROV>> <<RPCODE>>

NIV : <<VIN>>

Date

Cher propriétaire d'un véhicule Volvo,

Volvo Car Canada Ltée (Volvo), au nom de Volvo Car Corporation, a décidé volontairement de prolonger la garantie offerte sur le compresseur d'air de la suspension arrière pour certains véhicules S90 de 2017 à 2020, V90 de 2017 à 2020, XC90 de 2016 à 2020 et XC60 de 2018 à 2020. Volvo prolongera la garantie du compresseur d'air de la suspension arrière à 7 ans (kilométrage illimité), à partir de la date originale de mise en service du véhicule. La garantie est limitée exclusivement au problème du compresseur d'air de la suspension arrière décrit dans cette lettre.

Pourquoi Volvo prolonge-t-elle la garantie offerte sur le compresseur d'air de la suspension arrière?

Volvo a déterminé qu'il existe un risque de mauvais fonctionnement causé par une soupape à l'intérieur du compresseur qui peut contenir des résidus d'un agent anticorrosif. Un message disant que l'entretien du système de suspension est requis s'affichera à l'écran du module d'information du conducteur. Des codes d'anomalie seront enregistrés dans la mémoire de diagnostic et le fusible du compresseur d'air pourrait sauter.

Si votre Volvo présente le problème indiqué dans la présente lettre, votre concessionnaire Volvo autorisé procédera au remplacement du compresseur d'air de la suspension arrière. La procédure de réparation sera exécutée sans frais et peut prendre jusqu'à une heure. Toutefois, le temps que requiert votre concessionnaire Volvo pour effectuer l'entretien de votre véhicule peut être légèrement plus long selon le modèle.

Il n'est pas nécessaire de communiquer avec votre concessionnaire Volvo, sauf si votre véhicule présente le problème décrit dans cette lettre.

Si votre véhicule est encore couvert par la garantie limitée de véhicule neuf et qu'il présente le problème décrit dans cette lettre, la réparation sera couverte par cette garantie. Si la durée ou le kilométrage de la garantie limitée de véhicule neuf de votre Volvo a été dépassé, la garantie prolongée entrera en vigueur. En vertu de cette garantie prolongée, le remplacement du compresseur d'air de la suspension arrière sera effectué sans frais chez un concessionnaire Volvo autorisé.

Remboursement :

Si vous avez déjà payé pour faire remplacer le compresseur d'air de la suspension arrière de votre Volvo avant la date de cette lettre, vous pourriez être admissible à un remboursement.

Comment effectuer une demande de remboursement?

Si vous êtes un **client du Canada**, vous pouvez envoyer par la poste votre **bon de réparation** avec une **copie de cette lettre** (en conservant une copie des deux documents pour vos dossiers) à :

Volvo Car USA LLC
Volvo Consumer Relations /Rear Suspension Air Compressor
1800 Volvo Place
Mahwah, NJ 07430

Ou encore, vous pouvez nous envoyer un courriel à l'adresse ci-dessous :

Si vous êtes un **client du Canada**, vous pouvez envoyer par courriel une copie de cette lettre et du bon de réparation à **vclcust@volvoforlife.com**

Pour **éviter les retards**, veuillez ne pas envoyer ces renseignements à aucun autre établissement.

Le bon de réparation doit montrer que vous avez déjà payé pour le remplacement du compresseur d'air de la suspension arrière de votre Volvo avant la date de cette lettre. Veuillez inclure le montant que vous avez payé, la date du paiement, votre nom et les documents portant le numéro d'identification du véhicule (NIV), ou écrivez simplement le NIV sur le bon de réparation.

Veuillez prévoir 8 semaines pour le remboursement.

Seuls les coûts des pièces et de la main-d'œuvre liés à la réparation ou au remplacement du compresseur d'air de la suspension arrière seront remboursés en vertu de la garantie prolongée. Si des frais supplémentaires liés à d'autres services apparaissent sur le bon de réparation, ces frais ne seront pas inclus dans le remboursement.

Si vous avez des questions ou souhaitez connaître l'état de votre demande de remboursement :

Les clients du Canada peuvent appeler au 1-800-663-8255 ou envoyer un courriel à vclcust@volvoforlife.com pour vérifier l'état de leur réclamation.

Nous vous remercions de l'attention que vous accorderez à cette situation et vous rappelons de conserver une copie de la présente lettre pour vos dossiers.

Conduisez prudemment!



Andrew Parravano
Directeur, Département du service après-vente