



Vincent D'Auria

Senior Manager Product, Safety & Compliance - Regulatory & Compliance

June 11, 2021

To: All U.S. and Canadian Volvo Retailers
Subject: Service Action – S10101

Volvo Car USA LLC and Volvo Car Canada Ltd on behalf of Volvo Car Corporation, has decided to launch Service Action S10101 on certain Volvo XC40 Recharge Model Year 2021 vehicles.

Volvo has identified that the Air Condition hose grommet (chafing protection) is incorrectly positioned.

The corrective action is to reposition the A/C hose grommet (chafing protection)

S10101 affects 357 vehicles in the U.S. and 195 in Canada.

OWNER NOTIFICATION

No owner notification is planned at this time.

RETAILER RESPONSIBILITIES

Retailers must perform this service action at next point of contact on eligible vehicles regardless of miles or vehicle age. All work performed under this service action is free of charge to the owner.

Your regional representative will follow up to ensure that Service Action S10101 is proceeding smoothly.

A complete description of the service 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
- Quality Bulletin Instructions

Your cooperation in completing Service Action S10101 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 Regulations and Compliance office.

Drive Safely,

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

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VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: Service Action S10101: AC Hose Grommet, XC40 Recharge Model Year 2021				
GROUP: 8741	CAT/NO: S10101	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-06-10	STATUS DATE: 2021-06-10
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“Right first time in Time”

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A. SERVICE ACTION S10101 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada Ltd on behalf of Volvo Car Corporation, has decided to launch Service Action S10101 on certain Volvo XC40 Recharge Model Year 2021 vehicles.

Volvo has identified that the Air Condition hose grommet (chafing protection) is incorrectly positioned.

The corrective action is to reposition the AC hose grommet (chafing protection) according to the Quality Bulletin Instructions.

S10101 affects 357 vehicles in the U.S. and 195 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 S10101 AC Hose Grommet” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10101 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

No parts are required.

D. OWNER NOTIFICATION

No owner notification is planned at this time.

E. QUALITY BULLETIN INSTRUCTIONS

Please refer to the S10101 QBI-521083 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 S10101

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

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

Claim Type: S10101

Cause Code: 02

CSC Code: XW

Main OP: 97768-2

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97768-2	Hose/Pipe side beam compressor Sleeve acc. to QB S-10101	1	0.5



Volvo Car Customer Service

QB Instruction VCC-521083-1

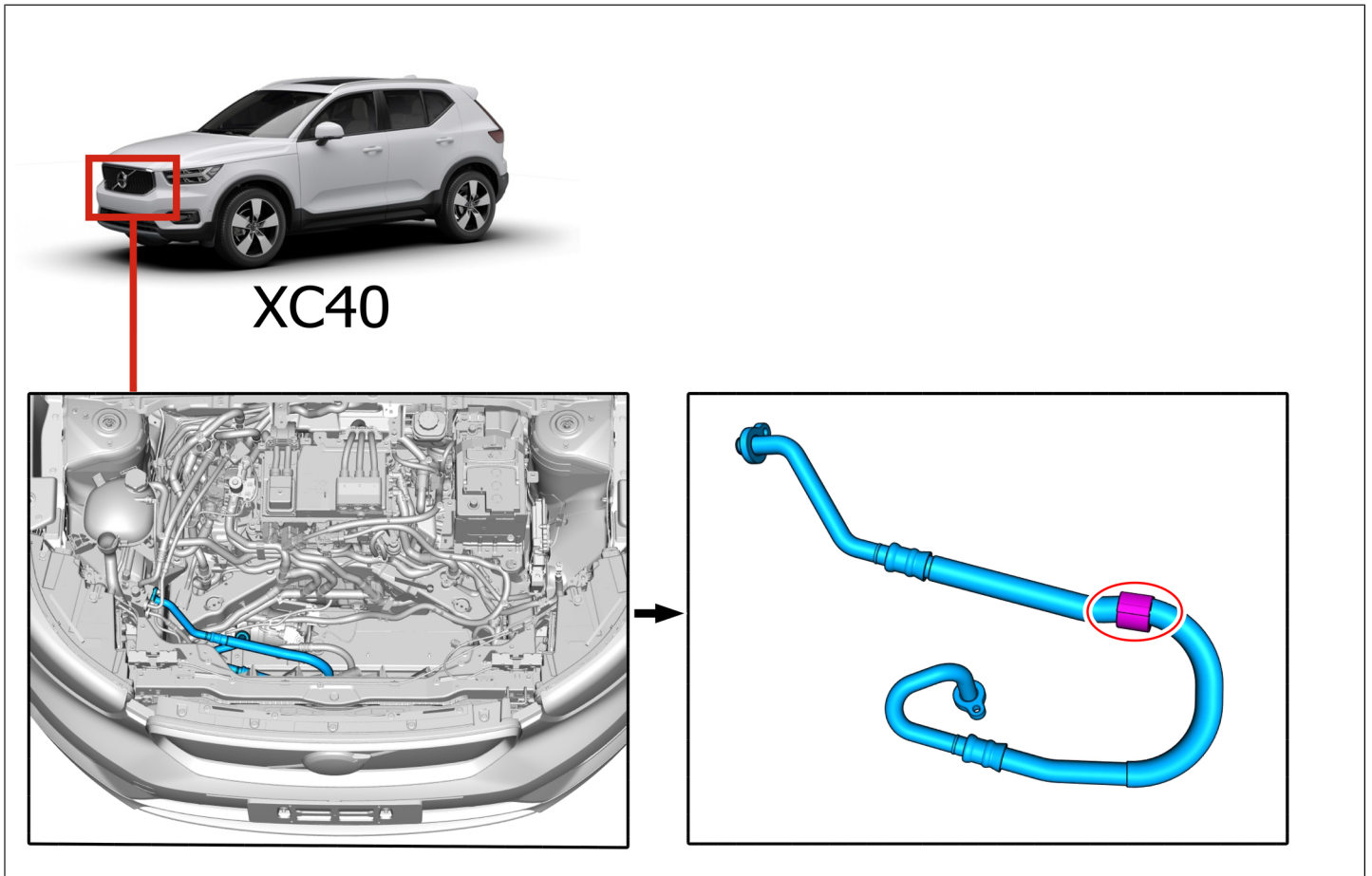
Title	Connector Block to Air Conditioning Compressor (AC) Line	Page	1 (4)
Action	Adjustment	Operation number:	97768-2

Issue	Date	Reason
1	2021-05	First issue

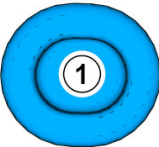
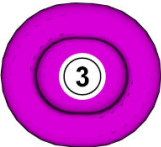
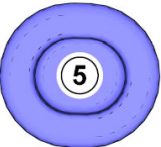
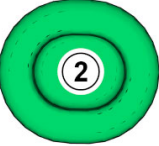
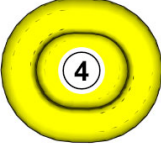

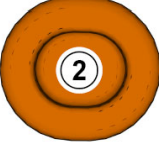
Affected vehicles

Model year	Model	Engine
2021, 2022	XC40	E400V6

Orientation view



Color symbols

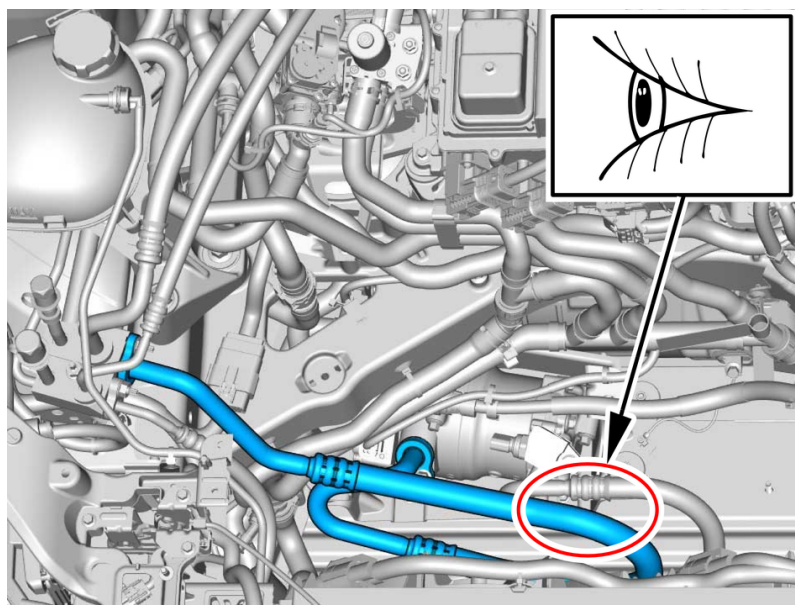
		
		
		

Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.

- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not fully removed from the vehicle but only hung to the side.
- 5 . Used for standard tools and special tools.
- 6 . Used as background color for vehicle components.

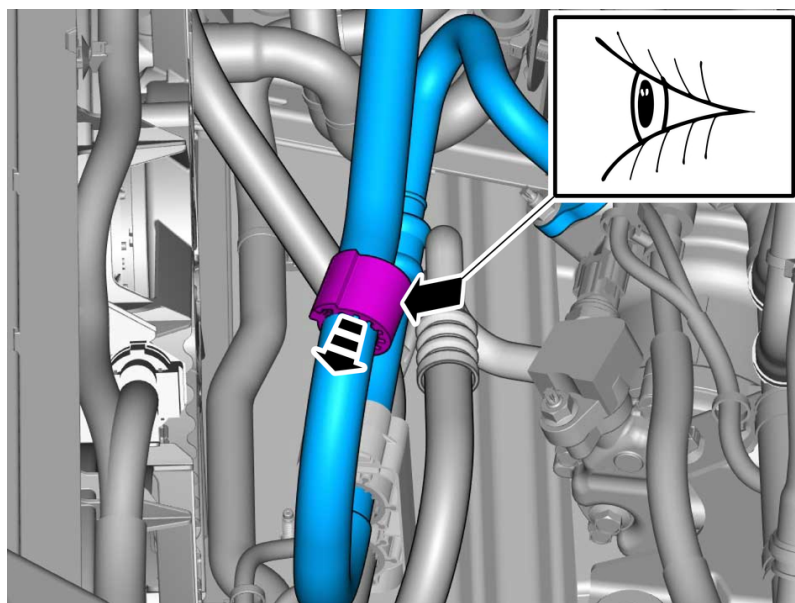
Removal

Remove luggage compartment, front , refer to:
Removal, replacement and installation
8 - Body and interior
85 - Interior
855 - other upholstery



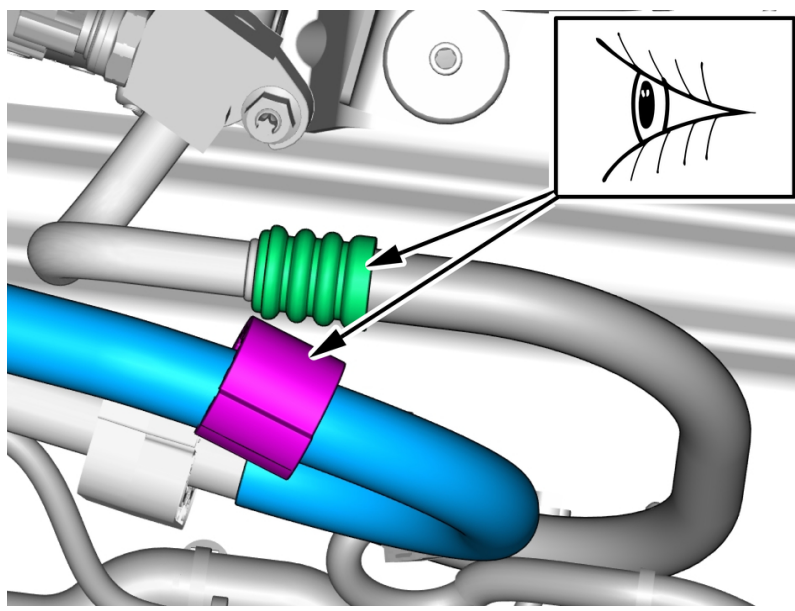
Note! Orientation view

Adjustment



Note! Use soap solution.

Pull the component in direction of the arrow.



Caution! Make sure that the component is positioned correctly.

Adjust the position of the component according to image.

Installation

To install, reverse the removal procedure.