



Bulletin Title		Group	NO
Service Action A10247: Leaf Spring Repair Model Year 2023 V60CC and XC60		72	A10247
Issuer (Dept.)	Car Market	Issue Date	Status Date
Product, Safety and Compliance	United States and Canada	9/26/23	9/26/23
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A. SERVICE ACTION A10247 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD, on behalf of Volvo Car Corporation, has decided to launch Active Service Action A10247 on certain Model Year 2023 V60CC and XC60 vehicles.

Volvo Cars quality investigations have identified that the wrong tool parameter setting was used during rear leaf spring production on vehicles built with rear leaf spring suspension. As a result, the rear suspension leaf spring may break.

In the unlikely event this should occur, Customers may complain of lowered vehicle ride height in the rear, harsh/bumpy ride, or noise from the rear of the vehicle while driving. Volvo has not received any reports alleging injuries, fatalities, or crashes related to this condition.

The corrective action is to replace the leaf spring.

A10247 affects 39 vehicles in the U.S. and 27 in Canada.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS ACTIVE 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 A10247 Leaf Spring Replace” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Action A10247 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 Actions repairs should be completed.

C. PARTS INFORMATION / PARTS RETURN

Please refer to the Parts Bulletin.

PARTS RETURN

Leaf Springs may be called back for TMA analysis.

D. OWNER NOTIFICATION

An owner notification will be sent out in late-October to all vehicle owners advising them of this service action and to make an appointment with their closest Volvo Retailer to have the leaf spring replaced.

E. VEHICLES IN RETAILER INVENTORY

New Vehicles in Retailer Inventory

Vehicles that have not been reported delivered should be corrected prior to delivery.

Used Vehicles in Retailer Inventory

Used vehicles must be confirmed prior to delivery and if eligible claim for A10247 as per the Quality Bulletin.

F. 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.

G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this repair is Certified Diagnostic (G1D)

H. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Claim Type: A10247
Cause Code: 02
CSC Code: XW
Main OP: 98584 - 2 – Leaf Spring Replace acc. to QB
Failed Part: 30640745 (Flange Lock Nut)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
98584-2	Leaf Spring replace acc. to QB	1	1.5

**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.