

**Volvo Car USA LLC****Quality Bulletin**

Bulletin Title Service Action A10246: Leaf Spring Inspect-Repair Model Year 2023 S60, V60, V60CC, V90CC, S90L, XC60, XC90		Group 72	NO A10246
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 9/26/23	Status Date 10/16/23
Revisions 99922-2 & 98584-2 are to be claimed at the same time when replacing the leaf spring.		Page Page 1 of 3	

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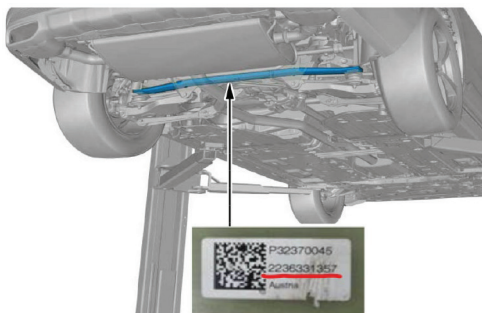
A. SERVICE ACTION A10246 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD, on behalf of Volvo Car Corporation, has decided to launch Active Service Action A10246 on certain Model Year 2023 S60, V60, V60CC, V90CC, S90L, XC60 and XC90 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 inspect the leaf spring and only replace if the matching serial number is found in the Serial Number Matrix located in TIE.



A10246 affects 7,391 vehicles in the U.S. and 259 in Canada.

NOTE: We expect the failure rate of the leaf springs to be low. Leaf springs should not be ordered/replaced unless found on the defective matrix. Retailers should not order parts for stock.

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 A10246 Leaf Spring Inspect-Repair” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Action A10246 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 their vehicle inspected and replace the leaf spring if necessary.

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 A10246 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:

Inspection – Certified (G1)

Replacement - Certified Diagnostic (G1D)

H. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Claim Type: A10246
Cause Code: 02
CSC Code: XW
Main OP: 99922-2 – General reimbursement acc. to TJ/QB
Failed Part: 30640745 (Flange Lock Nut)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99922-2	General reimbursement acc. to TJ/QB (Inspection)	1	0.2
98584-2	Leaf Spring replace acc. to QB (replacement)	0-1	1.5

Important Note: When claiming the Inspection Operation (Op No: 99922-2), the inspected Serial Number must be listed in the claim text. Claims without Serial Number may be rejected.

** When replacing the leaf spring, operation numbers 99922-2 & 98584-2 need to be claimed at the same time and 99922-2 should be the main operation number.

** 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.