

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

Bulletin Title Service Action A10258: ERAD Screws		Group 46	NO A10258
Issuer (Dept.) Product, Safety and Compliance	Car Market Canada	Issue Date 12/20/23	Status Date 12/20/23
Revisions		Page Page 1 of 2	

- A. SERVICE ACTION A10258 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION**
- D. OWNER NOTIFICATION**
- E. VEHICLES IN RETAILER INVENTORY**
- F. RETAILER RESPONSIBILITY**
- G. TECHNICIAN COMPETENCY REQUIREMENT**
- H. CLAIM INSTRUCTIONS**

A. SERVICE ACTION A10258 DESCRIPTION

Volvo Car Canada LTD, on behalf of Volvo Car Corporation, has decided to launch Active Service Action A10258 on certain Model Year 2024 XC40 and C40 vehicles.

Volvo Cars quality investigations have identified that some vehicles may have been built without the correct torque specification on the Electric Rear Axle Drive (ERAD) transmission housing. As a result, there may be oil seepage and/or noise/vibration.

The corrective action is to inspect the ERAD transmission visually for leaks and follow the instructions outlined in TIE based on the outcome of the inspection.

A10258 affects 1 vehicle 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 A10258 – ERAD Screws” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Action A10258 has not been completed. Eligibility can also be confirmed in TIE.

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

C. PARTS INFORMATION / PARTS RETURN

Please refer to the Parts Bulletin.

PARTS RETURN

No Parts return.

D. OWNER NOTIFICATION

No owner notification.

E. 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 A10258 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)/EVT.

H. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Claim Type: A10258
Cause Code: 02
CSC Code: XW
Main OP: 97836-2 ERAD remove-install acc. to QB
Failed Part: 30670602 (Sems Screw)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97836-2	ERAD remove-install acc. to QB (No Visible leak)	1	4.4
97837-3	Gasket, transmission, ERAD replace acc. to QB (Visible leak)	1	0.5