

Bulletin Title		Group	NO
Service Action A10291: XC40 AOC, MY 2024 XC40		46	A10291
Issuer (Dept.)	Car Market	Issue Date	Status Date
Product, Safety and Compliance	United States and Canada	11/22/24	11/22/24
Revisions		Page	
		Page 1 of 2	

- A. SERVICE ACTION A10291 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION / PARTS RETURN**
- D. OWNER NOTIFICATION**
- E. VEHICLES IN RETAILER INVENTORY**
- F. RETAILER RESPONSIBILITY**
- G. TECHNICIAN COMPETENCY REQUIREMENT**
- H. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

A. SERVICE ACTION A10291 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD, on behalf of Volvo Car Corporation, has decided to launch Active Service Action A10291 on certain Model Year 2024 XC40.

Volvo Cars Quality investigations have identified that the O-ring in the piston movement path on the Active on Demand Coupling (AOC) is wider than designed causing the O-ring seal to twist. As a result, internal leakage may occur.

The corrective action is to replace the AOC.

A10291 affects 26 cars in the United States and 2 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 A10291 XC40 AOC” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Action A10291 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.

Quality Bulletin A10291

C. PARTS INFORMATION / PARTS RETURN

Please refer to the Parts Bulletin.

PARTS RETURN

No Parts return.

D. OWNER NOTIFICATION

Owners will be notified of this Service Action in late-January.

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 A10291 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 G1.

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Claim Type: A10291
Cause Code: 02
CSC Code: XW
Main OP: 97570-2 AOC clutch replace acc. to QB
Failed Part: 36013048 (Clutch, exch)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97570-2	AOC, clutch replace acc. to QB	1	1.6
99942-2	Software downloading acc. to QB	1	0.3
99943-3	Software downloading acc. to QB	1	0.1

****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.**