



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts



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Volvo Car Australia - Volvo XC90 2015 - 2023

Recall number

REC-005861

Campaign number

R10259

Original published date

3 January 2024

Make

Volvo

Model

XC90

Year range

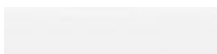
2015 - 2023

Affected units

115

Variant applicability

All variants within this model

Images



Identifying features

VIN (Vehicle identification number)

 REC-005861-VIN-List-1.csv (CSV, 2.16 KB)

What are the defects?

Due to a manufacturing defect, the second-row seat belt buckle and lower anchor screw may become loose. As a result, the seat belt may not operate as intended.

What are the hazards?

In the event of a collision if the seat belt does not operate as intended, the occupant of that seat may not receive the full protection of the seatbelt system and this could increase the risk of injury or death to vehicle occupants.

What should consumers do?

Volvo Australia will contact owners of affected vehicles in writing. Owners can also contact their authorised Volvo dealer and make an appointment to have the repairs carried out, free of charge.

A list of Volvo dealers can be found at <https://www.volvocars.com/au/dealers/find-dealer>.

Supplier details

Volvo Car Australia

Who should owners/operators contact for more information?

Contact name

Volvo Car Australia Customer Care Centre

Contact phone

1300 787 802

Contact email

owners.australia@volvocars.com

Contact website

www.volvocars.com.au 

Responsible regulator

Department of Infrastructure, Transport, Regional Development, Communications and the Arts is the responsible regulator for this recall.



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Product type

Cars

Volvo

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ABN: 86 267 354 017



Part 573 Safety Recall Report

23V-827

Manufacturer Name : Volvo Car USA, LLC**Submission Date :** DEC 07, 2023**NHTSA Recall No. :** 23V-827**Manufacturer Recall No. :** R10259**Manufacturer Information :**

Manufacturer Name : Volvo Car USA, LLC

Address : 270 Three Point Drive
Ridgeville SC 29472

Company phone : 201-768-7300

Population :

Number of potentially involved : 2,911

Estimated percentage with defect : 5 %

Vehicle Information :

Vehicle 1 : 2015-2024 Volvo XC90

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : This recall population is determined by the second-row seats that were pulled off the main production line at the supplier and rerouted to the rework repair line. The rework repair line was set up without torque angle monitoring in contrast to the main production line. The torque monitoring at the supplier's rework repair line was updated the week of October 25, 2023, and vehicles after this date have the correct torque specification on the second-row seatbelt buckle attachment screws. This recall affects certain model year 2015-2024 XC90's.

Production Dates : DEC 01, 2014 - SEP 23, 2023

VIN Range 1 : Begin : YV40621A7P1922431 End : YV4L12PVXP1934661 Not sequential**Description of Defect :**

Description of the Defect : The screw joints for the second-row seatbelt buckle attachment screw and the lower belt anchorage may have not been torqued to the correct specification.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the attachment bolts were not sufficiently tightened, the second-row seatbelt buckle and anchorage may come loose in a crash, increasing the risk of injury.

Description of the Cause : The supplier's rework repair line for the second-row seat was set up without torque angle monitoring.

Identification of Any Warning that can Occur : No warning will occur.

Involved Components :

Component Name 1 : Second Row Seatbelt buckle and anchor lower bolts.

Component Description : Second Row Seatbelt buckle and anchor lower bolts.

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : Adient Sweden AB

Address : Hamneviksvagen 101

Gothenburg Foreign States 41879

Country : Sweden

Chronology :

Considered as a critical concern by CCMT 2023-11-29; Field Service Action decision confirmed by Volvo Car Corporation 2023-12-06; Condition detected by Factory; Number of vehicles reports with the condition, reported to Volvo Cars from the NSC 0; Total number of cars included in vehicle reports concerning this condition 0; Implementation date of Field Service Action 2023-12-07.

Extended Chronology: 2023-10-04 Volvo cars received the first factory notification indicating second row seat belt buckle was loose at the lower anchor. An investigation was initiated to review the factory symptom and a possible root cause. 2023-11-22 The investigation was escalated to the Critical Concern Action Process (CCAP). The issue was determined as potentially critical and the Critical Concern Management Team (CCMT) initiated a technical investigation to conclude customer symptom, risk assessment, testing, root cause etc together with the supplier. On 2023-11-29 the technical investigation was completed, the CCMT team took the decision to start preparation for a recall as it was judged that there is an increased risk towards motor vehicle safety.

Description of Remedy :

Description of Remedy Program : To remedy concerned vehicles, Volvo Cars will inspect the bolt torque on the second-row seatbelt buckle anchorage bolts ensuring all bolts are torqued according to specification. . If an out-of-pocket expense has been paid for prior to this repair being performed, prior to receiving this letter, customers may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please refer to Volvo Customer Care Center by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact Volvo by going to <https://volvo.custhelp/app/homeV3>.

How Remedy Component Differs from Recalled Component : The torque monitoring on the re-work repair line at the supplier was updated the week of October 25, 2023, and vehicles after this date have the correct torque specification on the second-row seatbelt buckle attachment screws.

Identify How/When Recall Condition was Corrected in Production : The torque monitoring on the re-work repair line at the supplier was updated the week of October 25, 2023.

Recall Schedule :

Description of Recall Schedule : Remedy Notices

Planned Dealer Notification Date : DEC 07, 2023 - DEC 07, 2023

Planned Owner Notification Date : JAN 29, 2024 - JAN 29, 2024

* NR - Not Reported