



Vincent D'Auria

Senior Manager Product, Safety & Compliance - Regulatory & Compliance

February 25, 2021

Subject: Rear Suspension Air Compressor Extended Warranty

To: All U.S. and Canadian Volvo Retailers

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has voluntarily decided to extend warranty coverage on the Rear Suspension Air Compressor for certain model year 2017-2020 S90 Series, 2017-2020 V90 Series, 2016-2020 XC90 and 2018-2020 XC60 models. Volvo has determined that there is the potential for a malfunction caused by a valve inside the compressor which may contain residue from an anti-corrosive agent. A Diagnostic Trouble Code (DTC) SUM-B104177 and SUM-C103B4B/C103B98 will be set and the fuse will blow.

The corrective action is to replace the Rear Suspension Air Compressor if the fuse is blown and the vehicle displays the condition listed in the Quality bulletin.

For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage for the Rear Suspension Air Compressor for 7 years unlimited mileage from the original vehicle in service date. Coverage is limited to the symptoms described in this bulletin for the Air Compressor only.

The 7-year extended warranty only applies to vehicles which have exceeded the 4 year or 50,000 miles / 80,000 kilometers New Vehicle Warranty by time or mileage.

The limitations and conditions for this extended warranty are identical to the Volvo New Vehicle Warranty. Please refer to the Warranty and Maintenance Records Information booklet for details.

OWNER NOTIFICATION

Owners of eligible vehicles will be mailed a notification letter with details of this extended warranty coverage.

RETAILER RESPONSIBILITIES

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It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.



Please check Warranty Vehicle Inquiry for vehicle eligibility prior to performing this repair. All vehicles should be checked for any incomplete actions.

If you have any questions about this or any other field service action, please contact me or any member of the Product Safety and Compliance Office.

Drive Safely,

A handwritten signature in blue ink, appearing to read "Vincent D'Auria".

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Quality Bulletin

TITLE:

Extended Warranty P10064: Rear Suspension Air Compressor; Model Year 2017-2020 S90 Series, 2017-2020 V90 Series, 2016-2020 XC90 and 2018-2020 XC60

GROUP: 72	CAT/NO: P10064	ISSUING DEPARTMENT: Regulatory & Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-02-26	STATUS DATE: 2021-03-10
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“Right first time in Time”

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A. VOLVO REAR SUSPENSION AIR COMPRESSOR EXTENDED WARRANTY DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has voluntarily decided to extend warranty coverage on the Rear Suspension Air Compressor for certain model year 2017-2020 S90 Series, 2017-2020 V90 Series, 2016-2020 XC90 and 2018-2020 XC60 models. Volvo has determined that there is the potential for a malfunction caused by a valve inside the compressor which may contain residue from an anti-corrosive agent. A Diagnostic Trouble Code (DTC) SUM-B104177 and SUM-C103B4B/C103B98 will be set and the fuse will blow.

The corrective action is to replace the compressor if the fuse is blown and the vehicle displays the condition listed in this bulletin.

For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the warranty coverage for the Rear Suspension Air Compressor for 7 years unlimited mileage from the original vehicle in service date. Coverage is limited to the symptoms described in this bulletin for the Rear Suspension Air Compressor only.

The 7-year extended warranty only applies to vehicles which have exceeded the 4 year or 50,000 miles / 80,000 kilometers New Vehicle Warranty by time or mileage.



The limitations and conditions for this extended warranty are identical to the Volvo New Vehicle Warranty. Please refer to the Warranty and Maintenance Records Information booklet for details.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS EXTENDED WARRANTY.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Air Compressor EXT WTY P10064” will appear for eligible vehicles. Eligibility can also be confirmed in TIE.
- **Only vehicles with this message are eligible for this extended warranty.**

C. PARTS INFORMATION / PARTS RETURN

Please refer to the Technical Journal 31423.

PARTS RETURN

Rear Suspension Air Compressor replaced under this extended warranty program will not be required to be returned.

D. OWNER NOTIFICATION

Owners of eligible vehicles will be mailed a notification letter with details of this extended warranty coverage.

E. RETAILER RESPONSIBILITY

Only replacements based on the diagnosis and which is a result of a Rear Suspension Air Compressor issue described in this bulletin, will be covered by this extended warranty and performed at no charge.

F. CUSTOMER REIMBURSEMENT PROCEDURES FOR CUSTOMERS WHO PREVIOUSLY PAID FOR THIS REPAIR

U.S. and Canadian Customers send the **repair order** with a **copy of the customer letter** to:

Volvo Car USA LLC
Air Compressor Extended Warranty
1800 Volvo Place
Mahwah, NJ 07430

OR Email to:

U.S. Customers email a copy of the letter and repair order to vcnacare@volvoforlife.com
Canadian Customers email a copy of the letter and repair order to vcfcust@volvoforlife.com

- To avoid delays do not send this information to any other location.
- The repair order must show that the customer previously paid for a Rear Suspension Air



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Compressor replacement, prior to the date of the customer notification letter, with the symptoms described in this bulletin, and include the amount paid, the date of payment, and the customer’s name and address. If the repair order does not include the vehicle’s VIN number, the customer should provide some other documentation reflecting that number, or simply write that VIN number onto the repair order.

U.S. Customers can call 1-800-458-1552 or e-mail vcnacare@volvoforlife.com to check on the status of their claim.

Canadian customers can check claim status by calling 1-800-663-8255 or email vcfcust@volvoforlife.com.

Please allow 8 weeks for reimbursement.

G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Level 3 Certified Tech.

H. RETAILER ALLOWANCE AND CLAIM SUBMISSION

The Long Form Application is required when submitting claims covered under extended warranty coverage P10064.

Claim Type: P10064: vehicles beyond the New Vehicle Warranty*

01: Vehicles still within the New Car Warranty*

* 4 years/50,000 miles/80,000 kms, whichever occurs first.

Failed Part#: 32315091
Main Operation Number: 97720
Cause Code: 10
Symptom Code: DL

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97720-2	Compressor, air suspension Replace acc. To QB 10064	1	0.3
36050-2	Calibrating/identifying with VIDA	1	0.2
36060-3	Calibrating with VIDA	1	0.1
*99921-2	XC90 – Check/replace fuse gen. reimburse	1	0.1
*99924-2	XC60/S90 – Check/replace fuse gen. reimburse	1	0.4
*99921-2	V90/V90CC – Check/replace fuse gen. reimburse	1	0.5

*Labor Operation is dependent on Model

After confirming vehicle eligibility in warranty vehicle inquiry, all claims for vehicles within the New Vehicle Warranty must be submitted using claim type 01.

Claims for vehicles outside the parameters of the New Vehicle Warranty must be submitted using claim type P10064 per the instructions in this bulletin.

Labor reimbursement allowance is effective at time of release and may change in the future.