

# Quality Bulletin

TITLE:

**Active Service Action A10161: Vehicle Connectivity Module (VCM) Software Upgrade, Model Year 2017-2018- Volvo 90 Series and XC60 vehicles**

<b>GROUP:</b> 3028	<b>CAT/NO:</b> A10161	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2022-02-28	<b>STATUS DATE:</b> 2022-02-28
<b>Page 1 of 3</b>				

**“Right first time in Time”**

- A. ACTIVE SERVICE ACTION A10161 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. ACTIVE SERVICE ACTION REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

**A. ACTIVE SERVICE CAMPAIGN A10161 DESCRIPTION**

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Active Service Action A10161 on certain Volvo 90 Series and XC60 vehicles Model Year 2017-2018 for certain vehicles built with non 4G compatible software in the Vehicle Connectivity Module (VCM).

Volvo Cars quality investigations have identified that there’s a risk that vehicles may lose network connectivity due to outdated software in the VCM unit, when 3G connection is weak or missing the vehicle will not switch to 4G.

The corrective action is to update the VCM software.

A10161 affects 5,968 vehicles in the U.S. and 12 in Puerto Rico.

# Quality Bulletin A10161

## **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 “Active Service Action A10161 VCM Software Upgrade” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Campaign A10161 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 Action repairs should be completed.

## **C. PARTS INFORMATION / PARTS RETURN**

Please refer to the Parts Bulletin.

### **PARTS RETURN**

No parts are required to be returned.

## **D. OWNER NOTIFICATION**

An owner notification will be mailed.

## **E. VEHICLES IN RETAILER INVENTORY**

Vehicles in retailer inventory must be completed prior to sale.

## **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 Level 2 Master Certified Technician.

# Quality Bulletin A10161

## H. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

**Claim Type:** A10161  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97812  
**Failed Part:** 31483292 (XC90/XC60), 31654144 (S90, V90, V90CC), 31472405 (S90L)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97812-2	Total Upgrade acc. to QB A10161	1	0.7

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.