

Parts Bulletin

TITLE:**Service Action A10163 Telematic Module (TEM) Software Upgrade
Model Year 2015-2018 XC70, S80, S60, S60CC, S60i, V60, V60CC and XC60****GROUP:****39****CAT/NO:****A10163****CAR MARKET:****United States****REVISIONS:****ISSUE DATE:****2022-09-14****STATUS DATE:****2022-09-14****Page 1 of 1****“Right first time in Time”****Reference Bulletins: QB A10163**

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Active Service Action A10163 on certain Volvo XC60, XC70, V60, V60CC, S80 and S60 series vehicles Model Year 2015-2018 for vehicles built with non 4G compatible software in the Telematic Module (TEM).

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Cars quality investigations have identified that there's a risk that vehicles may lose network connectivity due to outdated software in the TEM unit, when 3G connection is weak or missing the vehicle will not switch to 4G.

The corrective action is to update the TEM software.

A10163 affects 19,102 vehicles in the U.S. and 4 in Puerto Rico.

Part Number	Description	Qty
31438137	TEM VOC Reload cluster 60 vehicles	1
31438148	TEM VOC Reload cluster 70 and 80 vehicles	1