



Bulletin Title		Group	NO
Service Action S10222: FLC2 Update – Model Year 2021-2023 V90CC, XC60, XC90 and XC40		72	S10222
Issuer (Dept.)	Car Market	Issue Date	Status Date
Safety and Compliance	United States	4/13/23	4/13/23
Revisions		Page	
		Page 1 of 3	

- A. SERVICE ACTION S10222 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION**
- D. OWNER NOTIFICATION**
- E. VEHICLES IN RETAILER INVENTORY**
- F. RETAILER RESPONSIBILITY**
- G. TECHNICIAN COMPETENCY REQUIREMENT**
- H. CLAIM INSTRUCTIONS**

**A. SERVICE ACTION S10222 DESCRIPTION**

Volvo Cars USA LLC on behalf of the Volvo Car Corporation has decided to launch Service Action S10222 on certain model year 2021 – 2023 V90CC, XC60, XC90 and XC40 vehicles.

Volvo Car Investigations have identified that a software issue was introduced which may result in an error when writing the encryption keys to the Forward-Looking Camera 2 (FLC2).

As a result, the software download may put the FLC2 in an unresponsive and unrecoverable state.

The corrective action will differ depending on the outcome of the software upgrade. Retailers are to perform a Total Upgrade. If the download is successful, **no further action is required**. S10222 has been satisfied and the vehicle can be released back to the customer. If the upgrade is **not successful**, the FLC2 Camera is to be replaced. Vehicles tagged for S10222 are not part of the current OTA deployment.

**NOTE:** We expect the failure rate of the camera to be low. The FLC2 camera should only be ordered/replaced if the download fails. Retailer should not order parts for stock.

S10222 affects 26 vehicles in the U.S.

**B. VEHICLES INVOLVED**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION. VEHICLES IN RETAILER INVENTORY MUST BE REPAIRED PRIOR TO SALE.**

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message “Service Action S10222: FLC2 Update” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Campaign S10222 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles should be checked for any incomplete recalls, service campaigns or service upgrades. All open Recalls, Service Campaigns or Service Actions repairs should be completed.

**C. PARTS INFORMATION / PARTS RETURN**

Please refer to the Parts Bulletin.

**NOTE:** We expect the failure rate of the camera to be low. The FLC2 camera should only be ordered/replaced if the download fails. Retailer should not order parts for stock.

**D. OWNER NOTIFICATION**

No Owner Notification.

**E. VEHICLES IN RETAILER INVENTORY**

Vehicles in retailer inventor must be repaired prior to sale.

**F. RETAILER RESPONSIBILITY**

Retailers must perform this service action at next point of contact on eligible vehicles regardless of miles or vehicle age. All work performed under this service action is free of charge to the owner. 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 Quality/G0.

**H. CLAIM INSTRUCTIONS**

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

**Claim Type:** S10222  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99940-2  
**Failed Part:** 31654144 (V90CC), 31483292 (XC60/XC90), 31676056 (XC40)

<b>Operation Number</b>	<b>Repair Description</b>	<b>Qty</b>	<b>Labor Time</b>
99940-2	Software download acc. to QB	1	0.5
97827-2	Camera (FLC2) replace acc. to QB (incl FLC2 reload)	1	V90CC – 0.9 XC60 – 0.9 XC90 – 0.9 XC40 – 0.9 XC40 Electric – 1.0
	<b>**Only required for camera replacement</b>		

**IMPORTANT NOTE:** The repair will differ depending on the outcome of the software upgrade.

Steps:

1. Perform a Total Upgrade.
2. If the upgrade is successful, **no further action is required**. S10222 has been satisfied and the vehicle can be released back to the customer. If the upgrade is not successful due to the FLC2 (can be visualized by a red exclamation mark beside the FLC2 in the installation window) proceed with steps 3-5.
3. Replace the FLC2.
4. Perform a FLC2 Reload.
5. Perform a Total Upgrade if applicable.