



## Volvo Car USA LLC

Announcement Title

### Recall R10225: TCAM DTC misdetection

Issuer (Name, Dept.)	Issue Date	Version No.	Last Revision Date
Quality, Product, Safety & Compliance	3/22/23	1	N/A
Audience (Retailer Job Role)			Page
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Dear Volvo Retailer Partner

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Recall R10225: TCAM DTC misdetection on certain model year 2023 S60, V60CC, XC60, XC90, XC40 and C40 vehicles.

Volvo Car Investigations have identified that during a software download on the Telematics and Connectivity Antenna Module (TCAM), the TCAM mis-detects a communication failure towards the Infotainment Head Unit (IHU) and sets DTC's TCAM-U104C87 and TCAM-U113992, and an "e-call service required" message on the Driver Information Module (DIM).

If there is an actual issue in the e-Call system, the driver will not get any extra warnings other than the already displayed false message, increasing the risk of no emergency response.

The corrective action is to update the vehicle's software with new logic in the TCAM with VIDA only. OTA will not be available for this action.

Volvo Cars centrally has not received any reports alleging injuries, fatalities, or crashes related to this condition.

A total of 329 U.S. and 3 Canadian vehicles are eligible for this recall.

#### **NEW VEHICLES IN RETAILER INVENTORY**

It is a violation of Federal law for a retailer to deliver any new Volvo that is eligible for a recall. Retailers are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$22,723 per violation. Correct all vehicles in your new vehicle inventory before delivery.

#### **USED VEHICLES IN RETAILER INVENTORY**

Volvo Car USA is ordering the stop-delivery of affected vehicles in auction and retailer inventory until the recalled item can be repaired.

Stopping the delivery of affected used vehicles until the recall is complete is consistent with Volvo's commitment to safety. Additionally, while Federal law does not prohibit the sale of



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used vehicles with open recalls, the sale of such cars could violate certain state laws and create liability on behalf of the retailer.

### **What does this mean for customers?**

The recall software is currently available, and customers can take delivery of their vehicle once the total upgrade has been performed per this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall R10225 TCAM DTC” will appear for eligible vehicles. F4+History from the main Inquiry menu must be selected to confirm Recall R10225 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10225 eligible vehicles not yet delivered to customer must be corrected prior to delivery.

All vehicles must be checked for any incomplete recalls, service campaigns or service upgrades. All open recalls, service campaigns or Service Action repairs must be completed. If you have any questions concerning this recall or your retailer’s affected vehicles, please send an e-mail with your retailer code to [recall@volvocars.com](mailto:recall@volvocars.com).

### **Owner Notification**

An owner notification letter will be sent out in early-May that will notify the owner of this recall.

### **Port Vehicles**

It is the retailer’s responsibility to check vehicle eligibility prior to delivery.

### **Parts / Parts Return**

Please review Parts Bulletin R10225 once available.

### **Claim Submission**

Claim submission instructions will be made available in the R10225 Quality Bulletin.

### **Retailer Responsibilities**

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner. As the safety



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of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

Your Cooperation in completing this important recall is greatly appreciated.

Sincerely

VCUSA Product, Safety, and Compliance