

Quality Bulletin

TITLE:

Recall R10217: BCM2 Upgrade, Model Year 2023 S60, V60, V60CC, V90CC, XC60, XC90, XC40 and C40

GROUP: 52	CAT/NO: R10217	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2023-01-20	STATUS DATE: 2023-01-20
Page 1 of 3				

“Right first time in Time”

- A. RECALL R10217 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PORT VEHICLES if applicable**
- D. PARTS INFORMATION/PARTS RETURN if applicable**
- E. OWNER NOTIFICATION**
- F. VEHICLES IN RETAILER INVENTORY**
- G. RETAILER RESPONSIBILITY**
- H. TECHNICIAN COMPETENCY REQUIREMENT**
- I. CAMPAIGN REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

A. RECALL R10217 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, have decided to launch Recall R10217 on certain model year 2023 S60, V60, V60CC, V90CC, XC60, XC90, XC40 and C40 vehicles.

Volvo Cars Investigations have identified that a certain diagnostic test that checks the grounding circuits may put the Brake Control Module 2 (BCM2) in faulty state potentially resulting in a loss of brake support functions.

A reduction in brake support functions can occur increasing the risk of a crash.

The corrective action is to update the vehicle’s software with new logic in the BCM2. This software will also be available via Over-The-Air (OTA) early March.

A total of 27,457 U.S. and 1,602 Canadian vehicles are eligible for this recall.

Quality Bulletin R10217

ATTENTION

Vehicles affected by R10217 can receive this update via Over-The-Air (OTA) sometime in March and may have the latest software already. Please check the current software version in Vehicle settings > System > System details > Software update. If the vehicle has **2.6 or later**, then this action has been satisfied and should not be performed. Vehicles will be manually marked if performed via Over-The-Air within 2 weeks.

WHAT SHOULD YOUR CUSTOMERS DO NOW?

We have no reports of incidents related to the issue; however, we encourage customers to contact their retailer and have this repair completed as soon as possible.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL. VEHICLES IN RETAILER INVENTORY MUST BE UPGRADED PRIOR TO SALE BY COMPLETING A PDS SOFTWARE INSTALLATION OR R10217 SOFTWARE.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall R10217 BCM2 Upgrade” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10217 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs must be completed.

If you have any questions concerning this recall, send them to recall@volvocars.com.

C. PORT VEHICLES

R10217 affected vehicles will not receive the latest software at the Port. It is the retailer’s responsibility to check vehicle eligibility prior to delivery.

D. PARTS / PARTS RETURN

No parts are required to be returned for this recall. Please review Parts Bulletin R10217 once available.

E. OWNER NOTIFICATION

An owner notification will be sent out in mid-March that will notify the owner of this recall instructing them to contact their Volvo Retailer and request an appointment to have this repair completed if they choose not to accept the over-the-air (OTA) download.

F. VEHICLES IN RETAILER INVENTORY

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 vehicle. Correct all vehicles in your new vehicle inventory before delivery.

Used Vehicles in Retailer Inventory

VCUSA is ordering the stop-delivery of affected vehicles in VCUSA, auction and dealer 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 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.

G. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle at new car delivery and/or at any service appointment.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Quality/G0.

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall R10217 claims should be submitted using the LONG FORM application only.

Claim Type: R10217
Cause Code: 02
CSC Code: XW
Main OP: 99940-2
Failed Part: 31493704 (S60, V60), 31654144 (V90), 31483292 (XC90, XC60), 31676056 (XC40, C40)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99940-2	Software update acc. To QB	1	0.5

*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.

*Volvo will be manually marking R10217 completed when PDS and 2.0 software has been installed on an eligible vehicle and the vehicle is reported retail delivered.