



Bulletin Title		Group	NO
Recall R10225: TCAM DTC misdetection, Model Year 2023 S60, V60CC, XC60, XC90, XC40 and C40		39	R10225
Issuer (Dept.)	Car Market	Issue Date	Status Date
Product, Safety and Compliance	United States and Canada	3/23/23	3/23/23
Revisions		Page	
		Page 1 of 3	

BULLETIN REFERENCE

- A. RECALL R10225 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 R10225 DESCRIPTION

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.

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

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 INSTALLING R10225 SOFTWARE.

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.

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

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 R10225 once available.

E. OWNER NOTIFICATION

An owner notification will be sent out in early-May that will notify the owner of this recall instructing them to contact their Volvo Retailer and request an appointment to have this repair completed.

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 R10225 claims should be submitted using the LONG FORM application only.

Claim Type: R10225
Cause Code: 02
CSC Code: XW
Main OP: 99940-2
Failed Part: 31483292 (XC90, XC60), 31676056 (XC40, C40), 31493704 (S60, V60CC)

<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
99922-2	General reimbursement acc. To QB	1	0.2

***Download Total upgrade first and then perform TCAM factory reset with VIDA. Op No. 99922 is a factory reset and should be downloaded after the Total Upgrade through: VIDA/components/TCAM/diagnostic sequences/reset the Telematics Connectivity Antenna Module (TCAM) to factory settings)**

***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.**