



# Quality Bulletin

TITLE:

**Service Action S10062: Total Upgrade XC40 Recharge,  
Model Year 2021 XC40 Recharge**

<b>GROUP:</b> 3000	<b>CAT/NO:</b> S10062	<b>ISSUING DEPARTMENT:</b> Safety and Compliance		<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>				<b>ISSUE DATE:</b> 2021-01-21	<b>STATUS DATE:</b> 2021-01-21
<b>Service Personnel:</b> Read and initial		<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 3</b>

**“Right first time in Time”**

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**A. SERVICE ACTION S10062 DESCRIPTION**

**Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, has decided to launch Service Action S10062 on certain XC40 Recharge model year 2021 vehicles.**

Volvo has identified that the timer for High Voltage Cooling Heater (HVCH) in the vehicle may not work.

The corrective action is to download new software - Total Upgrade.

This Service Action S10062 affects 451 vehicles in the U.S. and 51 vehicles in Canada.

**Please note:** Service Action S10062 has been completed at the port on most of the vehicles affected. On rare incidents VIDA and Warranty Vehicle Inquiry may indicate that S10062 is still open on vehicles that have received the total upgrade when the vehicle file has yet to be updated to reflect the completion. **In these rare cases the S/W part number may not be available for download on that specific VIN.** If the message states **“Software unavailable”**, the service action has been performed prior to arrival at your retailer and no further action is required.

These VINs will be updated to reflect the completion of S10062 as quickly as possible.



**RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS ACTION.**

**Vehicles in retailer inventory must be upgraded prior to sale.**

## **B. VEHICLES INVOLVED**

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

Vehicle eligibility must be confirmed:

- Vehicle Inquiry - **Warranty Vehicle Inquiry** where the message “Service Action S10062 Total Upgrade XC40 Recharge” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10062 has not been completed. Eligibility can also be confirmed in TIE.

**NOTE: If VIDA indicates “Software unavailable” the vehicle has had the Service Action performed and no further action is required.**

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

## **C. PARTS INFORMATION**

Part Number – 31676056

## **D. VEHICLES IN RETAILER INVENTORY**

Vehicles in retailer inventory must be completed prior to sale.

## **E. RETAILER RESPONSIBILITY**

Retailers must check eligibility prior to completing this service action. All eligible vehicles must have this service action completed prior to customer delivery.

## **F. TECHNICIAN COMPETENCY REQUIREMENT**

The technician competency requirement for this repair is Level 2 Certified Tech.



## Quality Bulletin S10062

### G. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Service Action S10062 claims should be submitted using the Long Form application only.

**Claim Type:** S10062  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97736-2  
**Failed Part:** 31676056

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97736-2	Software Download acc to QB-S10062	1	0.7

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.