



Vincent D'Auria

Senior Manager Product, Safety & Compliance - Regulatory & Compliance

April 23, 2021

To: All U.S.

Subject: Active Service Action - A10091

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Active Service Action A10091 on certain Model Year 2021 XC40 Recharge vehicles. When using the "Care Key", there are some settings that are faulty and not possible to change from the Infotainment Head Unit (IHU) menu.

Volvo has identified that when using the Care Key, some functions will not work as intended as some settings are incorrect.

Below settings are affected when you use the Care Key:

- Driver Information Module (DIM) = Always km/h and Celsius. Not possible to select mph and Fahrenheit.
- Unlock/lock feedback = Mirrors will always fold, no light indication
- Trip information in DIM = Always none - Cannot show average speed, fuel consumption etc.
- Interior light = Always off in door seal and foot area, when you are driving.
- Welcome light = Always on - When you unlock the car.

Important note: Some customers did not receive their Care Key at the time of delivery. Field Action: A10091 customer letter is directing customers back to their selling retailer in-order to retrieve their Care key. Please prepare for customer appointments by retrieving the appropriate Care key from the sales department. For customers that have already received their Care Key, it is still required that you perform Field Action: A10091.

The corrective action is to download a Total Upgrade software.

A10091 affects 880 vehicles in the U.S.

An additional benefit to this software is that it enables the XC40 P8 Recharge to be provisioned to the Volvo-On-Call app once it is made available.

OWNER NOTIFICATION

An owner notification will be sent out.

RETAILER RESPONSIBILITIES

Retailers must perform this active service action on eligible vehicles regardless of miles or vehicle age. All work performed under this active service action is free of charge to the owner.

VEHICLES IN RETAILER INVENTORY:

Retailers are required to perform A10091 on all concerned vehicles (including Demo's),



qualifying for this active service action, prior to a customer taking possession of the vehicle.

Your regional representative will follow up to ensure that Active Service Action A10091 is proceeding smoothly. A complete description of the active service action requirements and claim submission procedures will follow.

It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Quality Bulletin
- Parts Bulletin

Your cooperation in completing Active Service Action A10091 is greatly appreciated. All vehicles should be checked for any other incomplete actions.

If you have any questions about this or any other field service action, please contact me or any member of the Regulations and Compliance office.

Drive Safely,

A handwritten signature in blue ink, appearing to read "Vincent D'Auria".

Vincent D'Auria
Senior Manager Product, Safety and Compliance - Regulatory & Compliance
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Quality Bulletin

TITLE:

**Active Service Action A10091 Care Key: XC40 Recharge
Model Year 2021**

GROUP:	CAT/NO: A10091	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States	
REVISIONS:			ISSUE DATE: 2021-04-26	STATUS DATE: 2021-04-26
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“Right first time in Time”

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- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION/PARTS RETURN**
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- E. VEHICLES IN RETAILER INVENTORY**
- F. RETAILER RESPONSIBILITY**
- G. TECHNICIAN COMPETENCY REQUIREMENT**
- H. SERVICE ACTION REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

A. ACTIVE SERVICE ACTION A10091 DESCRIPTION

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Active Service Action A10091 on certain Model Year 2021 XC40 Recharge vehicles. When using the "Care Key", there are some settings that are faulty and not possible to change from the Infotainment Head Unit (IHU) menu.

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B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION. VEHICLES IN RETAILER INVENTORY (INCLUDING DEMOS) MUST BE UPGRADED PRIOR TO SALE.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Active Service Action A10091 Care Key” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Action A10091 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles should be checked for any incomplete Recalls, Service Campaigns or Service Actions. All open Recall, Service Campaign or Service Action repairs should be completed.

C. PARTS INFORMATION / PARTS RETURN

Please refer to the Parts Bulletin.

PARTS RETURN

No parts are required to be returned.

D. OWNER NOTIFICATION

An owner notification will be mailed.

E. VEHICLES IN RETAILER INVENTORY

Vehicles in retailer inventory (including Demos) must be completed prior to sale.



F. 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.

G. TECHNICIAN COMPETENCY REQUIREMENT

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

H. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

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.

Claim Type: A10091
Cause Code: 02
CSC Code: XW
Main OP: 97760
Failed Part: 31676056

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97760	Software download acc. to QB	1	0.7



Parts Bulletin

TITLE:

**Active Service Action A10091 Care Key: XC40 Recharge
Model Year 2021**

**GROUP:
36**

**CAT/NO:
A10091**

**CAR MARKET:
United States**

REVISIONS:

**ISSUE DATE:
2021-04-26**

**STATUS DATE:
2021-04-26**

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The following part number applies:

Part Number	Description	Qty
31676056	Total Upgrade	1