


VOLVO CAR SERVICE AND PARTS BUSINESS			
<h1>Parts Bulletin</h1>			
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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“Right first time in Time”

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.

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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.

The following part number applies:

Part Number	Description	Qty
31676056	Total Upgrade	1