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Vincent D'Auria

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Senior Manager Product, Safety & Compliance - Regulatory & Compliance

April 23, 2021

To: All U.S. and Canadian Volvo Retailers

Subject: Service Action – S10090

Volvo Car USA LLC and Volvo Car Canada Ltd on behalf of Volvo Car Corporation, has decided to launch Service Action S10090 on certain Volvo S60, V60, V60CC, XC60, S90, V90, V90CC, XC90 Model Year 2021 vehicles.

Volvo has identified that the software may not be robust enough to handle the large number of signals transmitted to the audio amplifier. This can result in a pop noise from the sound system.

The corrective action is to perform a Total Upgrade software.

S10090 affects 5,477 vehicles in the U.S. and 1,301 in Canada.

**OWNER NOTIFICATION**

No owner notification.

**RETAILER RESPONSIBILITIES**

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

Your regional representative will follow up to ensure that Service Action S10090 is proceeding smoothly.

A complete description of the 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 Service Action S10090 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:

**Service Action S10090: Total Upgrade, S60, V60, V60CC, XC60, S90, V90, V90CC, XC90 Model Year 2021**

**GROUP:  
30**

**CAT/NO:  
S10090**

**ISSUING DEPARTMENT:  
Product, Safety and Compliance**

**CAR MARKET:  
United States and Canada**

**REVISIONS:**

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

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

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**“Right first time in Time”**

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- E. RETAILER RESPONSIBILITY**
- F. TECHNICIAN COMPETENCY REQUIREMENT**
- G. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

## **A. SERVICE ACTION S10090 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada Ltd on behalf of Volvo Car Corporation, has decided to launch Service Action S10090 on certain Volvo S60, V60, V60CC, XC60, S90, V90, V90CC, XC90 Model Year 2021 vehicles

Volvo has identified that the software may not be robust enough to handle the large number of signals transmitted to the audio amplifier. This can result in a pop noise from the sound system.

The corrective action is to perform a Total Upgrade software.

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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 MUST BE UPGRADED PRIOR TO SALE.**



Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Service Action S10090 Total Upgrade” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10090 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 to TMA for this service action.

## D. OWNER NOTIFICATION

No owner notifications.

## E. VEHICLES IN RETAILER INVENTORY

Vehicles in retailer inventory 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:** S10090  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97762  
**Failed Part:** Dependent on Model: Only One p/n: 31483292, 31654144, 31493704

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97762	Software download acc. QB S10090	1	0.7



# Parts Bulletin

TITLE:

**Service Action S10090 Total Upgrade S60, V60, V60CC, XC60, S90, V90, V90CC, XC90 Model Year 2021 vehicles**

**GROUP:  
30**

**CAT/NO:  
S10090**

**CAR MARKET:  
United States and Canada**

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The following part numbers apply:

<b>Part Number</b>	<b>Description</b>	<b>Qty</b>
31483292	Total Upgrade XC60 and XC90	1
31654144	Total Upgrade S90, V90 and V90CC	1
31493704	Total Upgrade S60, V60 and V60CC	1