

Quality Bulletin

TITLE:

**Active Service Campaign A10140 Antenna Cover:
Model Year 2021 and 2022 90 Series, XC60 and XC40**

GROUP: 39	CAT/NO: A10140	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-12-09	STATUS DATE: 2021-12-09
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“Right first time in Time”

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A. ACTIVE SERVICE CAMPAIGN A10140 DESCRIPTION

Volvo Car USA LLC AND Volvo Car Canada LTD, on behalf of Volvo Car Corporation, has decided to launch Active Service Campaign A10140 on certain Model Year 2021 and 2022 90 Series, XC60 and XC40 cars with Google built-in.

Volvo Cars quality investigations have identified that there’s a risk of a gap between the car body and the antenna cover. This may lead to noise and water intrusion and if not addressed there may be a risk that water damages the TCAM which over time could potentially, in rare cases, result in loss of connectivity and a message in DIM.

The corrective action is to control the gap between the antenna cover and car body. If necessary, Volvo Cars will refit the antenna cover.

A10140 affects 18,088 vehicles in the U.S. and 1,378 vehicles in Canada.

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B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS ACTIVE SERVICE CAMPAIGN. 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 Campaign A10140 Antenna Cover” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Campaign A10140 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 - Certified Technician.

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H. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Claim Type: A10140
Cause Code: 02
CSC Code: XW
Main OP: 97801 OR 97800 **Do not claim both or claim will be rejected**
Failed Part: 31383678 **Only claim if op code 97800 is being claimed**

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97801-2	Antenna cover check acc. to QB A10140	1	0.1
99933-3*	General reimbursement acc to QB if 97801 is used	1	0.1

*Op 99933 is only applicable when claimed in combination with main op 97801-2 if the vehicle is in the workshop for this campaign only and no additional work is performed on the vehicle.

Op 97801 must be the main op.

Ops 97801-2 and 99933-3 are not claimable with op 97800-2.

OR

97800-2	Antenna cover (TCAM) check/adjust acc. to QB A10140	1	0.7
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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.



Volvo Car Customer Service

QB Instruction VCC-521933-1

Title	Tape antenna cover navigation system (GPS)	Page	1 (10)
Action	Adjustment	Operation number:	97801-2 97800-2

Issue	Date	Reason
1	2021-12	First issue

Affected vehicles

Model year	Model
2022	S90 (17-)
2022	S90L
2022	V90 (17-)
2022	V90 Cross Country
2021, 2022	XC40
2022	XC60 (18-)

Materials

Materials	Qty.	Part No.	Notes
Isopropanol	0.1	1161721	Consumable;
Tape	1.0	31383678	

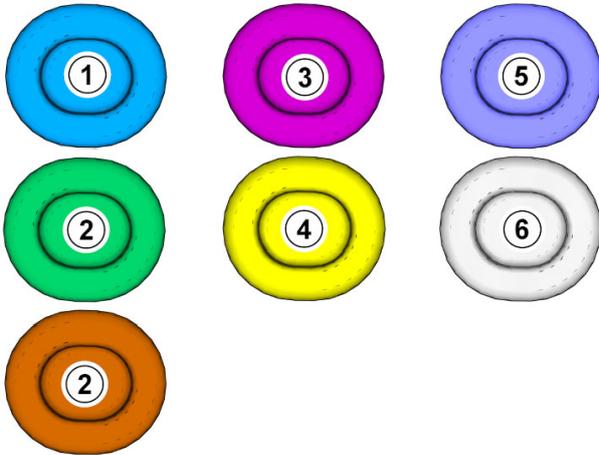
Special tools

Description	Part No.
Circle	951 2942

Equipment

Designation	Part No.
Interior trim remover	
Hot-air gun	

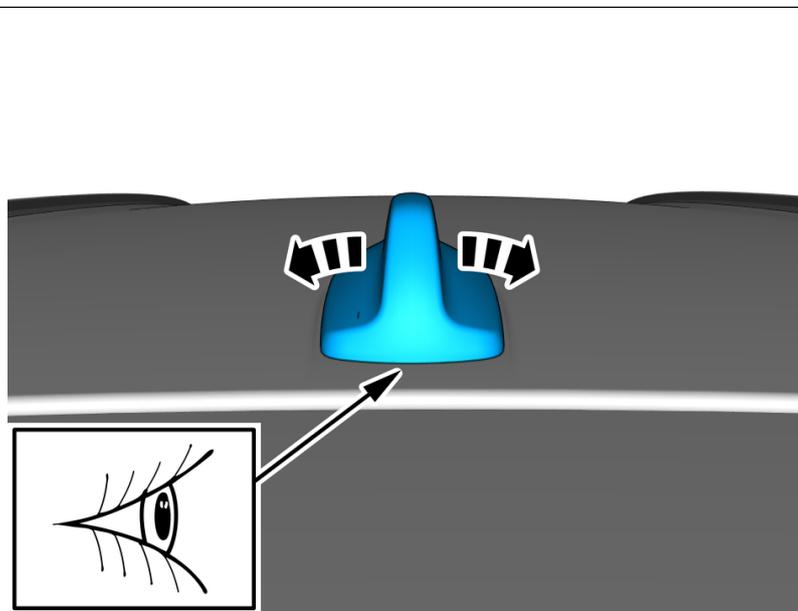
Color symbols



Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.

- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not fully removed from the vehicle but only hung to the side.
- 5 . Used for standard tools and special tools.
- 6 . Used as background color for vehicle components.

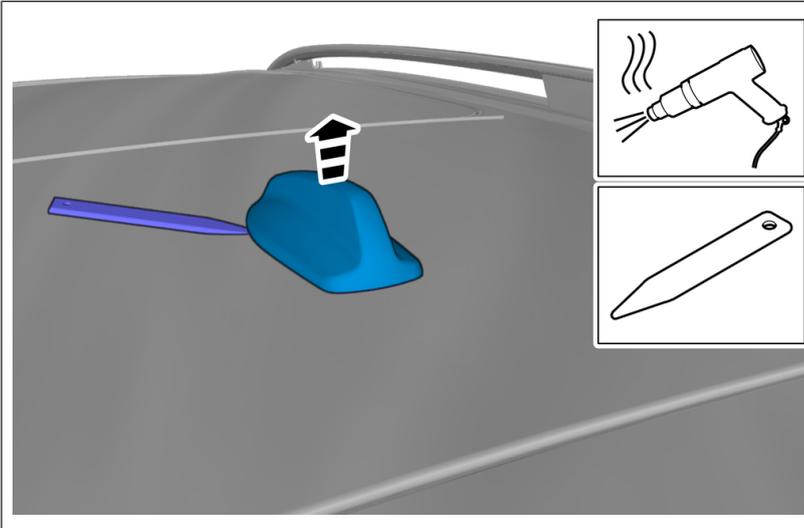
Check



Note! Ensure that the component is in contact with the surface, with no space.

Pull the component in direction of the arrow. If the result of the checking procedure is not OK, the component must always be replaced with a new component.

Removal



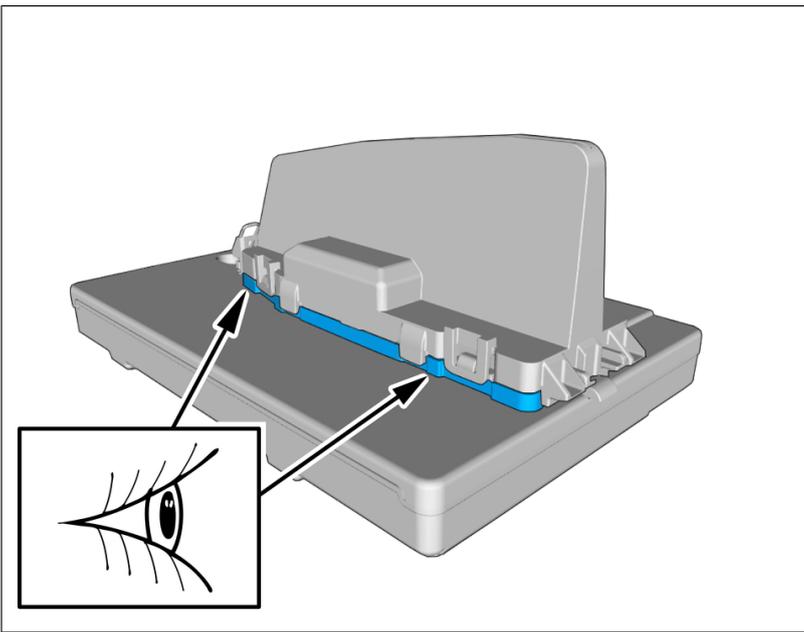
Caution! Make sure not to damage painted surfaces.

Remove the marked part.

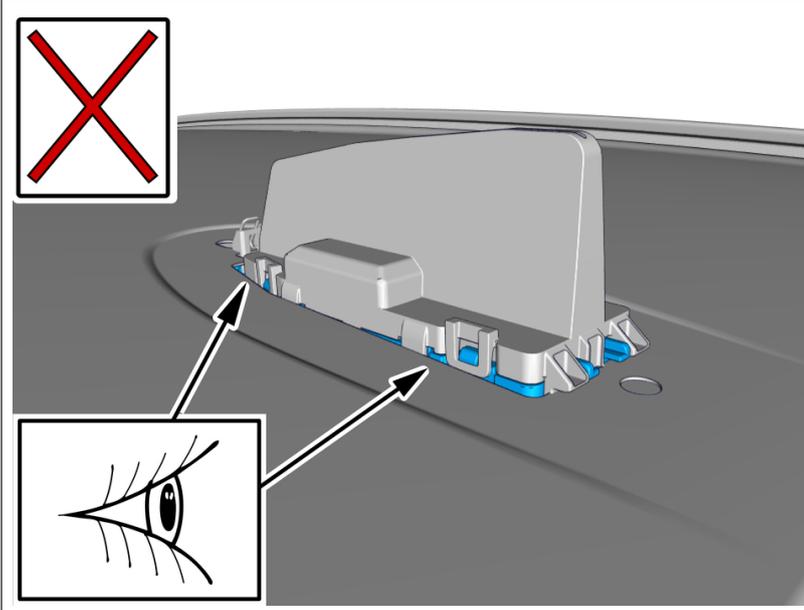
Use: Interior trim remover

Use: Hot-air gun

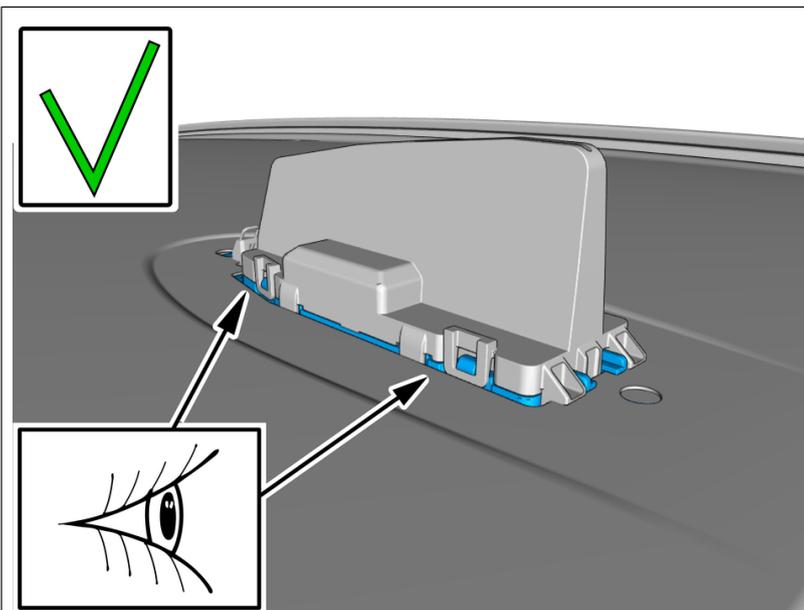
Check



Note! Orientation view



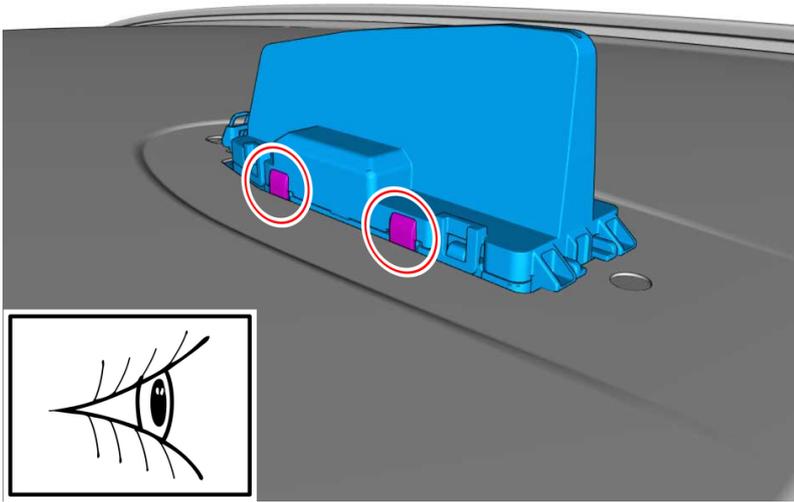
Note! Note the position.



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Adjustment

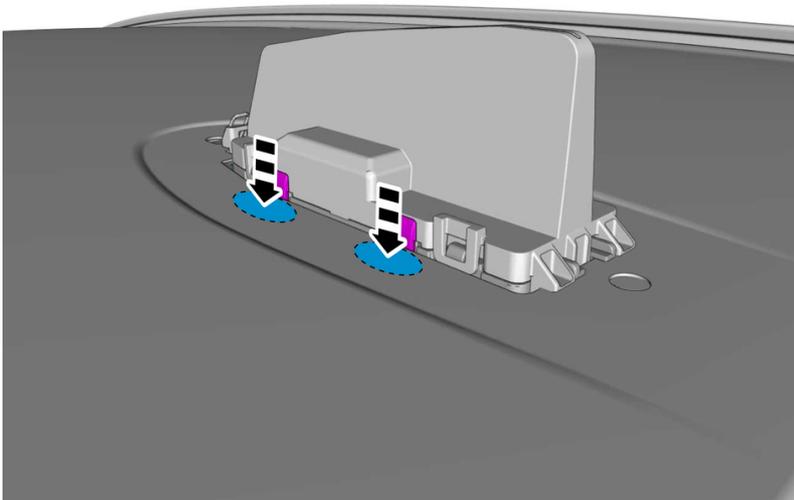
Note! Orientation view

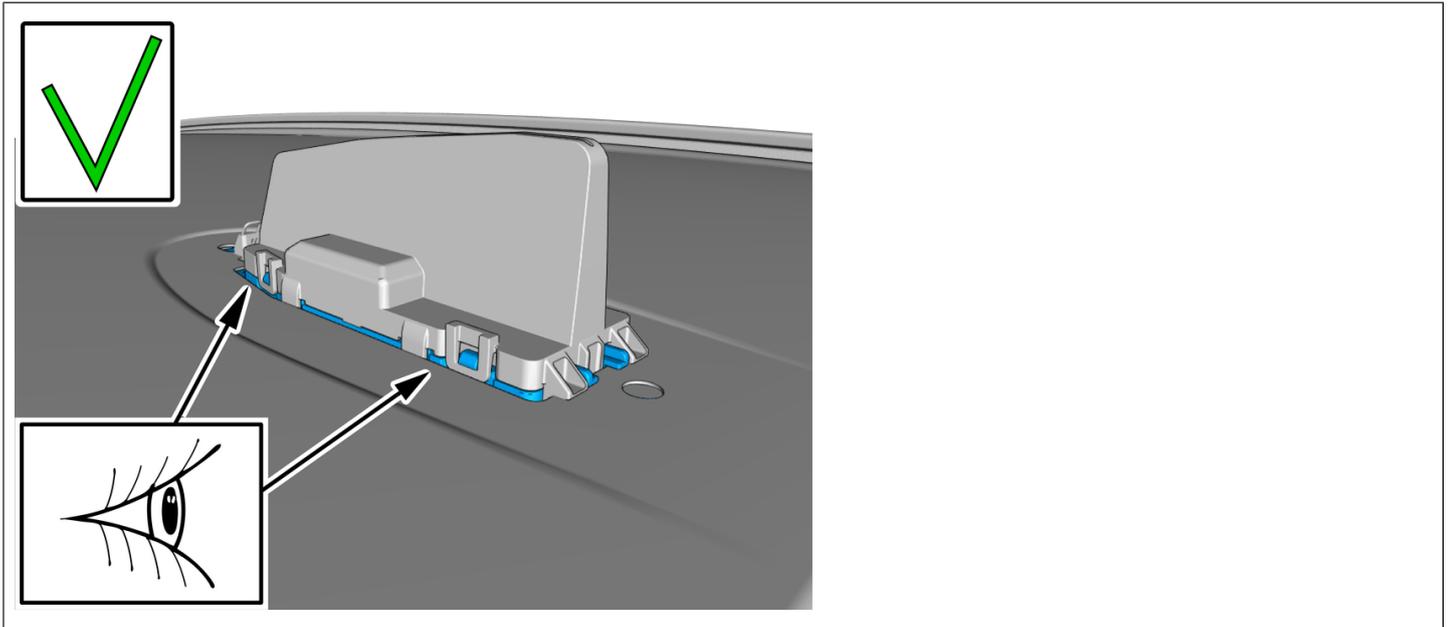


Adjust the position of the component according to image.

Use hands only.

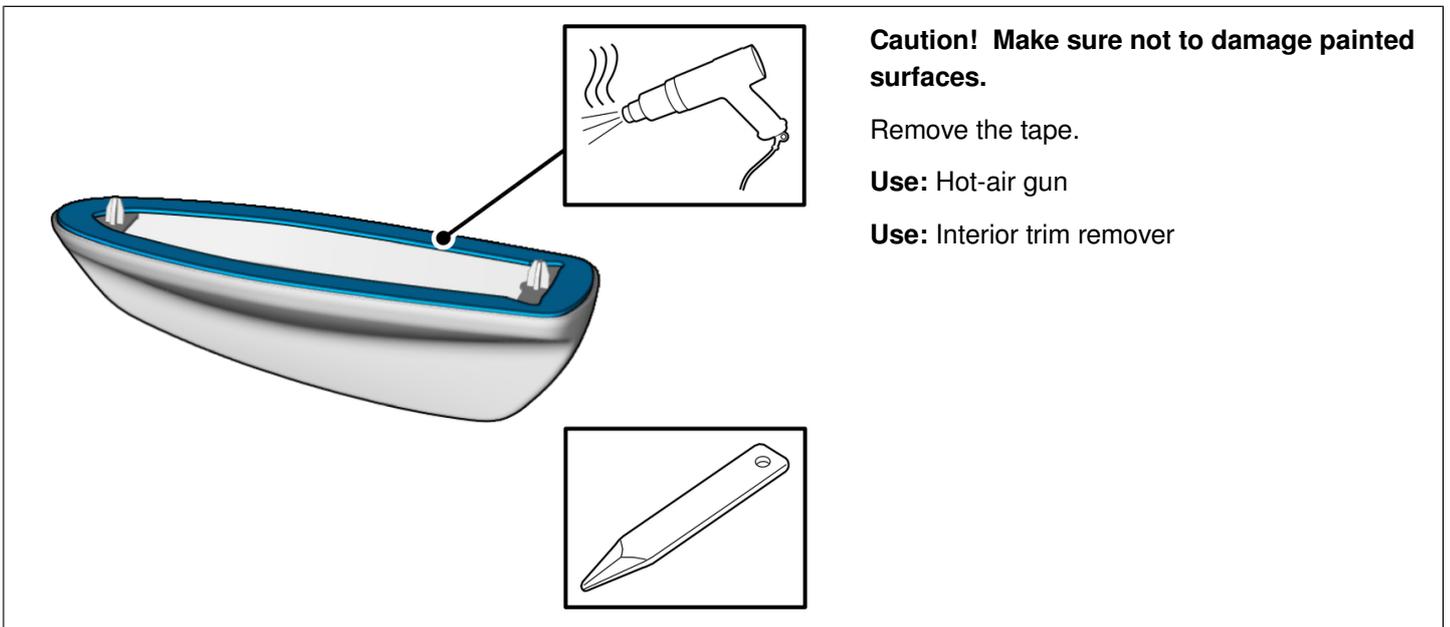
With fingers push down on the roof on both sides on location indicated by the arrows.

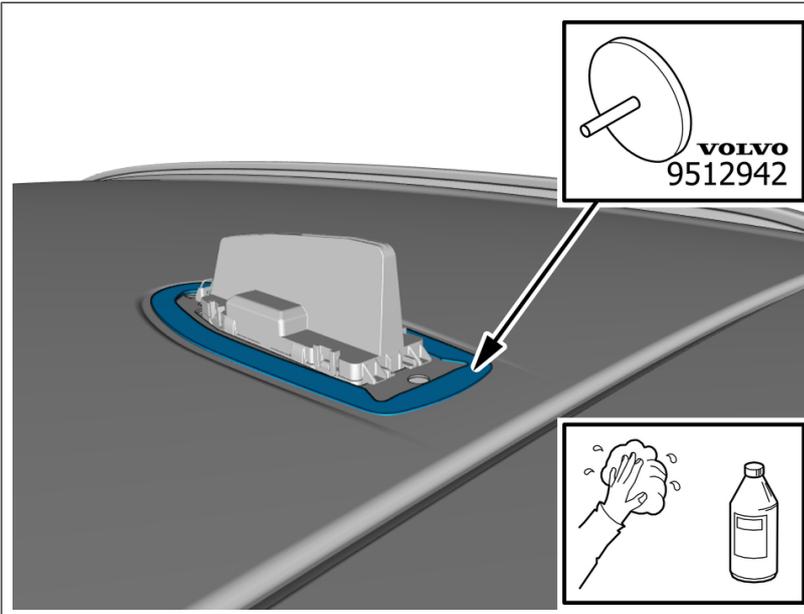




Repeat on the other side.

Removal





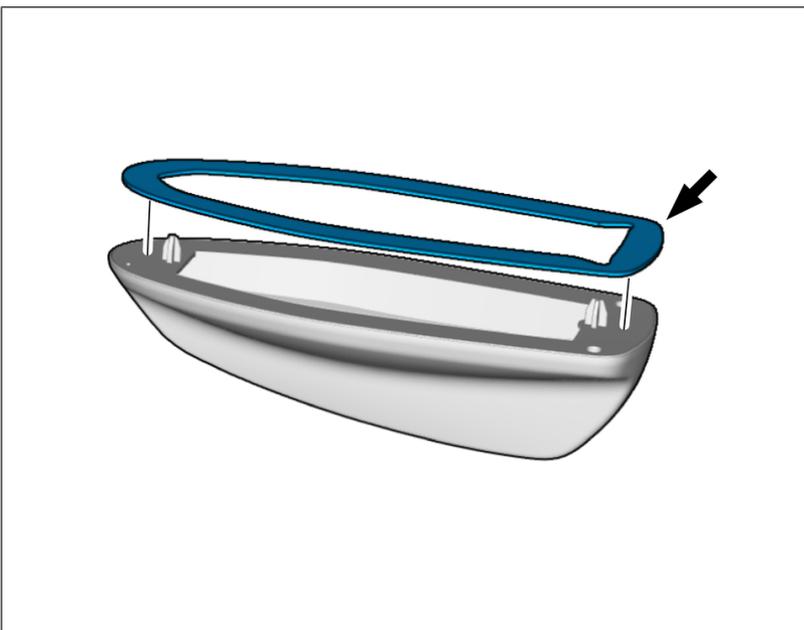
Caution! Make sure not to damage painted surfaces.

Remove the tape.

Special Tool: T9512942, Circle

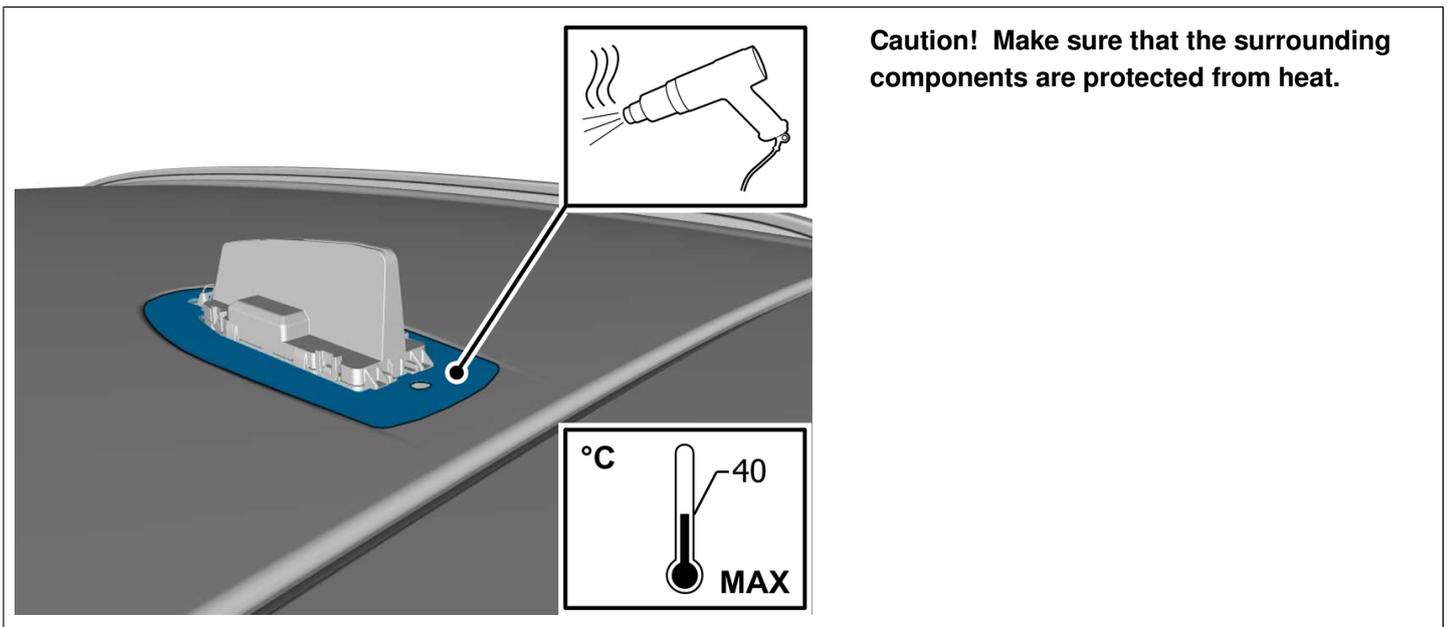
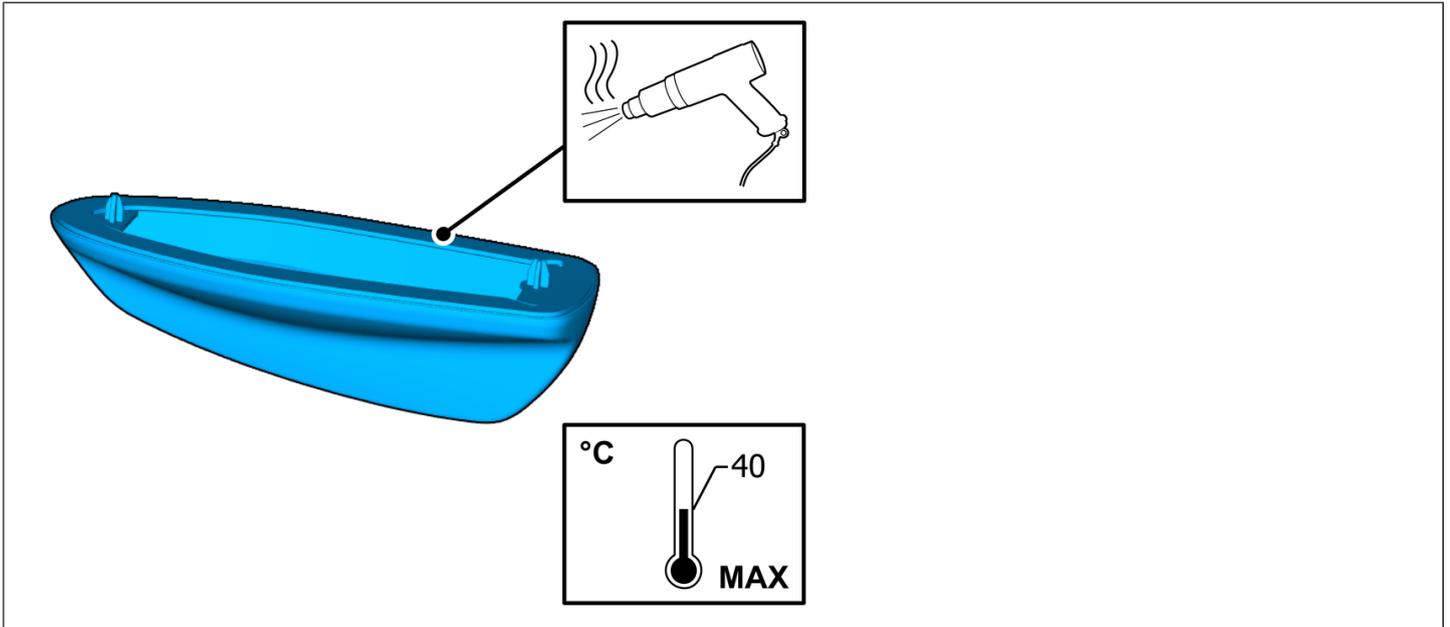
Use: Isopropanol , 1161721

Installation

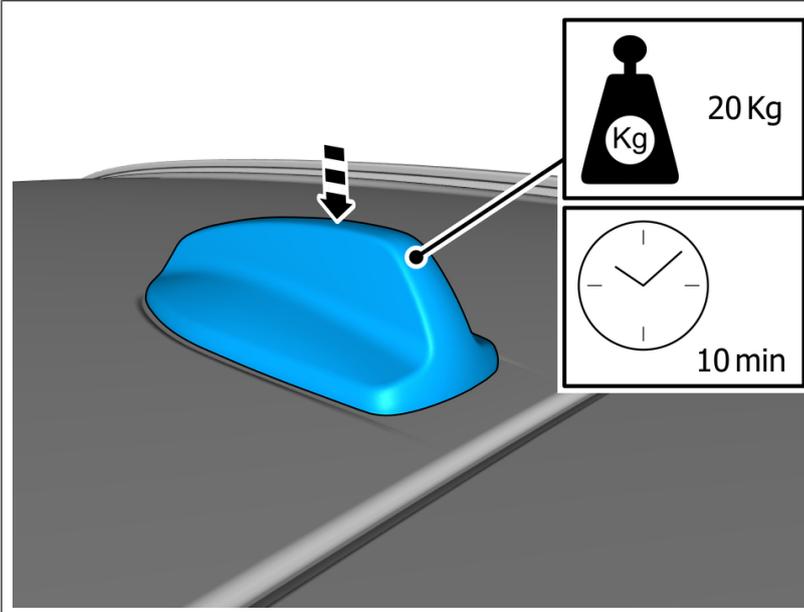


Note! Make sure that the component is clean and free of foreign material.

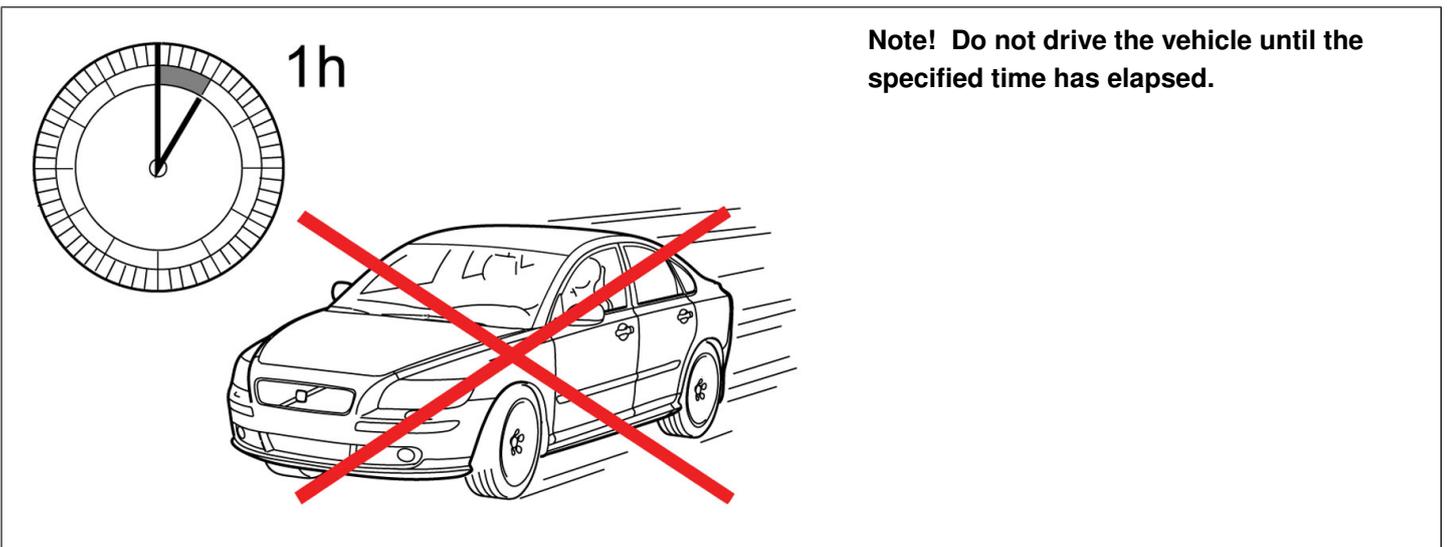
Install the marked component.



Caution! Make sure that the surrounding components are protected from heat.

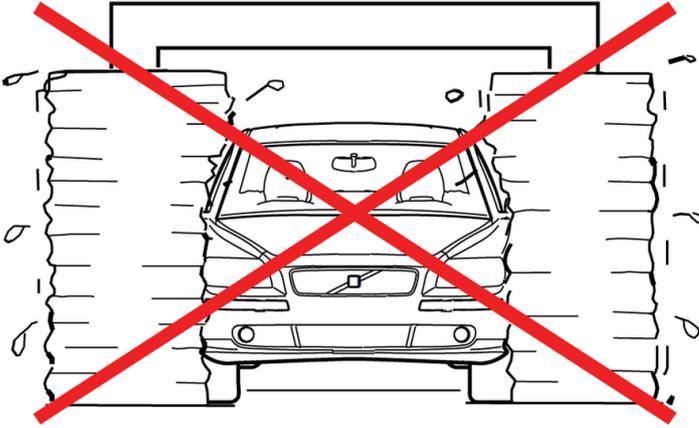


Further information



Note! Do not drive the vehicle until the specified time has elapsed.

72h



Note! Make sure that the customer is advised not to wash the vehicle within the next 72 hours.