

Quality Bulletin

TITLE:

Service Action S10137: Certificate Reload, S/V 90 Series Model Year 2022, XC60 Model Year 2022 and XC40 Model Year 2021 - 2022 vehicles

GROUP: 3028	CAT/NO: S10137	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-12-20	STATUS DATE: 2021-12-20
Page 1 of 2				

“Right first time in Time”

- A. SERVICE ACTION S10137 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION/PARTS RETURN**
- D. OWNER NOTIFICATION**
- E. VEHICLES IN RETAILER INVENTORY**
- F. RETAILER RESPONSIBILITY**
- G. TECHNICIAN COMPETENCY REQUIREMENT**
- H. SERVICE ACTION REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

A. SERVICE ACTION S10137 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada Ltd on behalf of Volvo Car Corporation, has decided to launch Service Action S10137 on certain Volvo S/V 90 Series Model Year 2022, XC60 Model Year 2022 and XC40 Model Year 2021 - 2022 vehicles with Google built-ins.

Volvo has identified that an issue with digital certificates which renders the car unable to accept an Over-The-Air update (a manual update at retailers is still possible). This may lead to the customer losing connectivity between the vehicle and the Volvo app.

The corrective action is to download listed software according to VIDA.

S10137 affects 174 vehicles in the U.S. and 21 in Canada.

Quality Bulletin S10137

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 S10137 Certificate Reload” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10137 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

Refer to Parts Bulletin S10137 for software part number.

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 reimbursement is effective at time of release and may change in the future.

Claim Type: S10137

Cause Code: 02

CSC Code: XW

Main OP: 97804-2

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97804-2	Software Update OTA acc to QB-S10137	1	1.2