

Quality Bulletin

TITLE:

Service Action S10177: Apple CarPlay, Model Year 2021-2023 XC40, C40, XC60, S/V60, V60CC, V90, S90L, V90CC and XC90

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|---|--------------------------|---|--|-----------------------------------|
| GROUP: 39 | CAT/NO: S10177 | ISSUING DEPARTMENT: Safety and Compliance | CAR MARKET: United States and Canada | |
| REVISIONS: OTA Software check | | | ISSUE DATE: 2022-07-14 | STATUS DATE: 2022-08-01 |
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“Right first time in Time”

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A. SERVICE ACTION S10177 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Group, has decided to launch Service Action S10177 on certain Model Year 2021-2023, XC40, C40, XC60, S/V60, V60CC, V90, S90L, V90CC and XC90 vehicles.

Volvo has identified vehicles that were sold with Apple CarPlay in the specification, but customers were unable to use the application until now due to missing functionality.

The corrective action is to perform a Total Upgrade Software download.

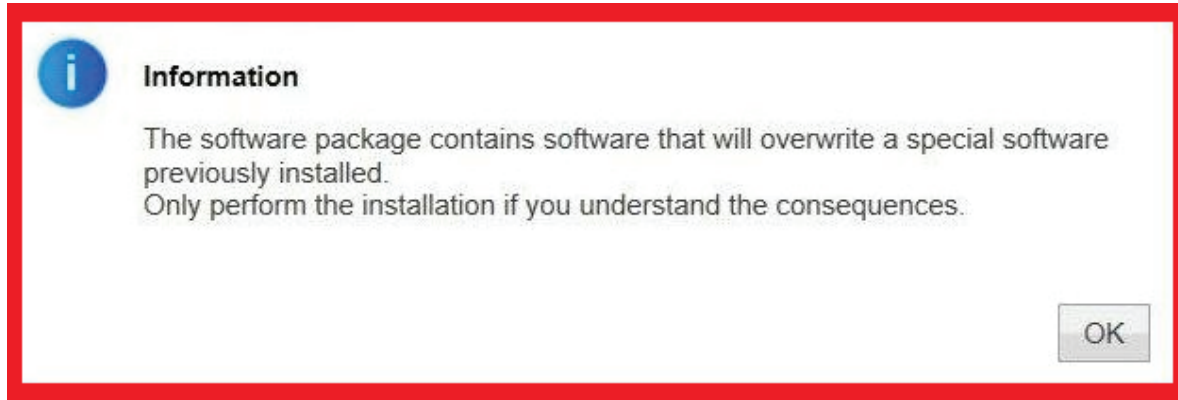
S10177 affects 54,318 vehicles in the U.S., 381 in Puerto Rico, and 5,610 in Canada.

ATTENTION

Vehicles affected by S10177 can receive this update via Over-The-Air (OTA) and may have the latest software already. Please check the current software version in [Vehicle settings](#) > [System](#) > [System details](#) > [Software update](#). If the vehicle has **2.2 or later**, then this action has been satisfied and should not be performed. Vehicles will be manually marked if performed via Over-The-Air within 2 weeks.

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Please note: If the dialogue box below appears in VIDA stating, “The software package contains software that will overwrite a special software previously installed. Only perform the installation if you understand the consequences.” You are to reinstall Software according to TJ 36195 and claim accordingly.



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 BY COMPLETING A PDS SOFTWARE INSTALLATION (REFER TO SECTION E OF THIS QB).

Vehicle eligibility must be confirmed:

- Vehicle Inquiry - Vehicle Warranty where the message “Service Action S10177: Apple CarPlay” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Campaign S10177 has not been completed. Eligibility can also be confirmed in TIE. Only vehicles that have been reported retail delivered are eligible for S10177.

Note: This action should only be performed if the vehicle has been retailed prior to 7.14.22.

All vehicles should be checked for any incomplete recalls, service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed on eligible vehicles.

C. PARTS INFORMATION / PARTS RETURN

Please refer to the Parts Bulletin.

PARTS RETURN

No parts are required to be returned.

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D. OWNER NOTIFICATION

An owner notification will be sent out that will notify XC60 B5 owners and owners who have missed three consecutive Over-The-Air (OTA) updates. As a result of missing three consecutive OTA's a manual update with VIDA is required. For the remaining affected vehicle population, this upgrade will be available Over-The-Air. These customers can perform the software upgrade via OTA or elect to have the upgrade performed at the retailer.

E. VEHICLES IN RETAILER INVENTORY

New vehicle inventory (vehicles that have not been reported delivered) are not eligible for S10177 Total Upgrade. The required PDS software installation will include the software required under S10177. Service Action S10177 claims will not be paid when submitted prior to 7.14.22. Vehicles that are reported delivered before 7.14.22 will download S10177 software according to the QB.

F. RETAILER RESPONSIBILITY

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

G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this repair is Quality/G0.

H. CLAIM INSTRUCTIONS

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

Claim Type: S10177
Cause Code: 02
CSC Code: XW
Main OP: 97903-2
Failed Part: 31483292 (XC90,XC60), 31654144 (V90,V90CC), 31472405 (S90L), 31676056 (XC40,C40), 31493704 (S60,V60)

| <u>Operation Number</u> | <u>Repair Description</u> | <u>Qty</u> | <u>Labor Time</u> |
|-------------------------|--------------------------------------|------------|-------------------|
| 97903-2 | Software downloading acc to QBS10177 | 1 | 0.5 |

****When claiming 97903 – Software downloading acc to QBS10177 a separate claim may be submitted for an additional 0.3 hours claiming operation number 09790 – Additional Time for SW download per QB S10177.**

Second Claim:

Claim Type: 01 (regardless of the vehicle age/mileage)
Cause Code: 16
CSC Code: FC
Main Op: 09790
Labor time: 0.3

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IMPORTANT NOTE: New vehicle inventory (vehicles that have not been reported delivered) are not eligible for S10177. Required PDS software installation performed after 7.14.22 will satisfy the requirements of Service Action S10177.

Volvo will be manually marking S10177 completed when PDS software has been installed on an eligible vehicle and the vehicle is reported retail delivered.