

Quality Bulletin

TITLE:

Service Action A10184: Inverter E-Machine (IEM) short range PHEV Software Upgrade Model Year 2021-2022 S60, V60, S90, S90L, V90, XC60 and XC90

GROUP: 3200	CAT/NO: A10184	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2022-11-16	STATUS DATE: 2022-11-16
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“Right first time in Time”

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A. SERVICE ACTION A10184 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Corporation, has decided to launch Active Service Action A10184 on certain Model Year 2021-2022 S60, V60, S90, S90L, V90, XC60 and XC90 short range PHEV vehicles.

Volvo Cars quality investigations have identified that due to high electromagnetic stress on the Inverter E-Machine (IEM) power unit board, components used for IEM diagnostics may fail. This condition will cause the vehicle to lose electric propulsion and may also set DTC IEM-P0A1B08.

The corrective action is to perform a Total Software Upgrade.

A10184 affects 19,017 vehicles in the U.S. and 2,154 in Canada.

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B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS ACTIVE 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 A10184 IEM short range PHEV” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Action A10184 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 Actions repairs should be completed.

C. PARTS INFORMATION / PARTS RETURN

Please refer to the Parts Bulletin.

PARTS RETURN

No parts are to be returned.

D. OWNER NOTIFICATION

An owner notification will be mailed in late November.

E. NEW VEHICLES IN RETAILER INVENTORY

Vehicles that have not been reported delivered are not eligible for A10184. The required PDS software installation will include the software under A10184.

USED VEHICLES IN RETAILER INVENTORY

Used vehicles must be confirmed prior to delivery and if eligible claim for A10184 as per the Quality Bulletin.

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 Quality/G0.

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H. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Claim Type: A10184
Cause Code: 02
CSC Code: XW
Main OP: 97910-2: Total upgrade acc to QB-A10184
Failed Part: 31483292 (XC90, XC60) 31654144 (S90, V90) 31472405 (S90L)
31493704 (S60, V60)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97910-2	Total upgrade acc to QB-A10184	1	0.5

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.