



Bulletin Title		Group	NO
Service Action S10174: Cell Module, Model Year 2022 XC40 and C40 BEV		31	S10174
Issuer (Dept.)	Car Market	Issue Date	Status Date
Safety and Compliance	United States and Canada	1/13/23	4/25/23
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**A. SERVICE ACTION S10174 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD, on behalf of Volvo Car Group, has decided to launch Service Action S10174 on certain Model Year 2022, XC40 and C40 Battery Electric Vehicles (BEV).

Volvo Cars investigations have identified that certain Model Year 2022, XC40 and C40 BEV's were manufactured with incorrect welding parameters between the mono frame and end plate during the high voltage battery cell module production process. There may be reduced battery durability, such as decreased driving range.

The corrective action is to replace the battery pack.

S10174 affects 11 vehicles in the U.S. and 5 in Canada.

**B. VEHICLES INVOLVED**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION. VEHICLES IN RETAILER INVENTORY MUST BE REPAIRED PRIOR TO SALE.**

Vehicle eligibility must be confirmed:

- Vehicle Inquiry - Vehicle Warranty where the message "Service Action S10174: Cell Module" will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Campaign S10174 has not been completed. Eligibility can also be confirmed in TIE.

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.

**C. PARTS INFORMATION / PARTS RETURN**

Please refer to the Parts Bulletin.

**PARTS RETURN**

Please refer to BEV Pack Ordering/Return Process for QB S10174 located in TIE.

**D. OWNER NOTIFICATION**

An owner notification will be sent in early March.

**E. VEHICLES IN RETAILER INVENTORY**

Vehicles in retailer inventory must be repaired prior to sale.

**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. 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 Volvo Level 3E+.

**H. CLAIM INSTRUCTIONS**

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

**Claim Type:** S10174  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97821-2  
**Failed Part:** 36051270 (Battery, exchange) – REMAN

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97821-2	High Voltage Battery Replace	1	6.2