



Bulletin Title		Group	NO
Service Action A10241: BECM Update Model Year 2022-2023 S60, V60, S90L, XC60 and XC90		31	A10241
Issuer (Dept.)	Car Market	Issue Date	Status Date
Product, Safety and Compliance	United States and Canada	7/7/23	7/7/23
Revisions		Page	
		Page 1 of 2	

- A. SERVICE ACTION A10241 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION**
- D. OWNER NOTIFICATION**
- E. VEHICLES IN RETAILER INVENTORY**
- F. RETAILER RESPONSIBILITY**
- G. TECHNICIAN COMPETENCY REQUIREMENT**
- H. CLAIM INSTRUCTIONS**

**A. SERVICE ACTION A10241 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD on behalf of Volvo Car Corporation, has decided to launch Active Service Action A10241 on certain Model Year 2022-2023 S60, V60, S90L, XC60 and XC90 vehicles.

Volvo Cars quality investigations have identified that the Battery Energy Control Module (BECM) monitoring state is too sensitive and may cause the Malfunction Indication Light (MIL) to illuminate inaccurately.

The corrective action is to perform a Total Software Upgrade.

A10241 affects 25,774 vehicles in the U.S. and 1,783 in Canada.

**ATTENTION**

Vehicles affected by A10241 can receive this update via Over-The-Air (OTA) in early July and may have the latest software already installed. If the vehicle has Google built-in the software version can be found selecting **Settings > System > Software Updates**. If the vehicle has **2.10 or later**, then this Service Action has been satisfied and should not be performed. Vehicles will be manually marked if performed via OTA within 2 weeks.

**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 A10241 BECM UPDATE” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Action A10241 has not been completed.

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 mid-August to all Over-The-Air (OTA) ineligible vehicles advising these customers to visit a Volvo Retailer to have new software version 2.10 installed. Eligible OTA vehicles will receive an in-vehicle message informing them of this Service Action.

**E. NEW VEHICLES IN RETAILER INVENTORY**

Vehicles that have not been reported delivered are not eligible for A10241. The required PDS software installation will include the software under A10241.

**USED VEHICLES IN RETAILER INVENTORY**

Used vehicles must be confirmed prior to delivery and if eligible claim for A10241 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.

**H. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

**Claim Type:** A10241  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99940-2: Software Update acc. to QB  
**Failed Part:** 31483292 (XC90, XC60) 31472405 (S90L) 31493704 (S60, V60)

<b><u>Operation Number</u></b>	<b><u>Repair Description</u></b>	<b><u>Qty</u></b>	<b><u>Labor Time</u></b>
99940-2	Software Update Acc. to QB	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.