

**Volvo Car USA LLC****Quality Bulletin**

Bulletin Title Delivery Action D10253: ISGM PBL Update Model Year 2024 S60, V60, V60CC, S90, V90, V90CC, S90I, XC60, XC90, XC40		Group 32	NO D10253
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 12/5/23	Status Date 12/5/23
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**A. DELIVERY ACTION D10253 DESCRIPTION**

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Delivery Action D10253: ISGM PBL Update on certain model year 2024 S60, V60, V60CC, S90, V90, V90CC, S90I, XC60, XC90, and XC40 vehicles.

Volvo has identified an issue with the Primary Boot Loader (PBL). Due to the release of a new PBL of the Integrated Starter Generator Module (ISGM), the PBL needs to be updated **BEFORE** doing the Pre-Delivery Software (PDS) upgrade to avoid failure in the Software Download.

The corrective action is to Update the PBL software before the PDS is downloaded.

A total of 213 U.S and 136 Canadian vehicles are eligible for the delivery action.

**B. VEHICLES INVOLVED**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS DELIVERY ACTION. VEHICLES IN RETAILER INVENTORY MUST BE UPGRADED PRIOR TO PDS.**

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Delivery Action D10253 ISGM PBL Update” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Delivery Action D10253 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs must be completed. If you have any questions concerning this recall, send them to [recall@volvocars.com](mailto:recall@volvocars.com).

**C. PORT VEHICLES**

NOT all vehicles arriving from the ports will have been completed. It is the retailer's responsibility to check vehicle eligibility prior to delivery.

**D. PARTS / PARTS RETURN**

No Parts are required.

**E. OWNER NOTIFICATION**

No owner notification. This action does not apply to retailed vehicles.

**F. VEHICLES IN RETAILER INVENTORY**

All vehicles marked for Delivery Action D10253 must be remedied prior to delivery.

**G. RETAILER RESPONSIBILITY**

All vehicles qualifying for this Delivery Action must be repaired prior to a customer taking possession of the vehicle at new car delivery.

**H. TECHNICIAN COMPETENCY REQUIREMENT**

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

**I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

Delivery Action D10253 claims should be submitted using the LONG FORM application only.

**Claim Type:** D10253  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99910-1

<b><u>Operation Number</u></b>	<b><u>Repair Description</u></b>	<b><u>Qty</u></b>	<b><u>Labor Time</u></b>
99910-1	Delivery stop acc. To QB-D	1	0.1
99940-2	Software downloading acc. To QB	1	0.5

**\*99910-1 and 99940-2 should be claimed together with 99910-2 being the main labor operation.**

**\*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.**