

# V O L V O

## Volvo Car USA LLC

## Quality Bulletin

Bulletin Title Extended Warranty P10263: Apple CarPlay; Model Year 2016-2021 XC90		Group 3942	NO P10263
Issuer (Dept.) Product, Safety and Compliance	Car Market United States	Issue Date 3/27/24	Status Date 3/27/24
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#### A. EXTENDED WARRANTY P10263 DESCRIPTION

Volvo Cars USA LLC on behalf of the Volvo Car Corporation, has voluntarily decided to extend warranty coverage on vehicles exhibiting functionality issues with Apple® CarPlay® for certain model year 2016-2021 XC90 vehicles.

The corrective action is to download a Total Software Upgrade.

#### B. COVERAGE

If your vehicle is still under the New Car Limited Warranty and is experiencing Apple® CarPlay® functionality concerns, the software and labor will be covered under the New Car Limited Warranty. If your vehicle has exceeded the New Vehicle Limited Warranty by time or mileage, the extended warranty coverage will take effect. **This extended warranty will expire July 31st, 2025.**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELGILBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS EXTENDED WARRANTY.**

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “P10263 Apple CarPlay” will appear for eligible vehicles. Eligibility can also be confirmed in TIE.
- **Only vehicles with this message are eligible for this Extended Warranty.**

If you have any questions concerning this Extended Warranty, please send them to [recall@volvocars.com](mailto:recall@volvocars.com).

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### C. PARTS INFORMATION

Please refer to parts bulletin P10263.

### D. OWNER NOTIFICATION

Owners of eligible and reimbursement vehicles will be mailed a notification letter with details of this extended warranty coverage early mid-April.

### E. CUSTOMER PAID REPAIRS

Customers may seek reimbursement for previously paid software upgrades associated with Apple® CarPlay® functionality outside of the Volvo Cars New Cars limited Warranty. **This is applicable ONLY if you have paid for the Apple® CarPlay® functionality software within the first six (6) years or 100,000 miles (whichever comes first) from the original in-service date.** This reimbursement program is only available until **July 31st, 2025.**

If a customer has previously paid for a **software upgrade** to address Apple® CarPlay® functionality, please have them mail a copy of the repair order, proof of payment, and proof-of-ownership to the below address for reimbursement consideration. The repair order must show that you previously paid for a Total Software Upgrade related to CarPlay®. Only software and labor costs will be reimbursed under the terms of the extended warranty. Additional charges listed on the repair order for other services will not be included in the reimbursement.

Volvo Customer Care Center  
1800 Volvo Place  
Mahwah, NJ 07430

Or by phone at 1-800-458-1552. 24 hours a day, 7 days a week. Customers can also contact Volvo Customer Care by going to <http://volvocars.us/support>.

The customer's name, address, and telephone number(s) should be included in the request. The customer should allow for 6-8 weeks for processing.

### F. TECHNICIAN COMPETENCY REQUIREMENT

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

### G. CLAIM SUBMISSION

Extended Warranty P10263 claims should be submitted using the LONG FORM application only..

**Claim Type:** P10263  
**Cause Code:** 10  
**CSC Code:** FC  
**Main OP:** 99940-2  
**Failed Part:** 31483292

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99940-2	Software downloading 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.**

### H. CUSTOMER QUESTIONS AND ANSWERS

**Q1: Does this extended warranty address Apple® CarPlay® connecting issues?**

*No, this extended warranty only addresses Apple® CarPlay® functionality concerns.*

**Q2: Does this extended warranty apply to other Volvo models?**

*No, this extended warranty is only applicable to model year 2016-2021 XC90 vehicles.*

**Q3: Does this extended warranty fix concerns with Android Auto?**

*No, this extended warranty only addresses Apple® CarPlay® functionality concerns.*

**Q4: Does this extended warranty address Bluetooth Connectivity issues?**

*No, this extended warranty only addresses Apple® CarPlay® functionality concerns.*

**Q5: Does this extended warranty apply to any hardware?**

*No, this extended warranty is only for Apple® CarPlay® functionality concerns. Only eligible vehicles will receive the latest software upgrade.*

**Q6: Does this extended warranty apply to any vehicles in Canada?**

*No, this extended warranty only applies to U.S. vehicles.*

**Q7: How does a customer get reimbursed?**

*U.S. customers send your repair order, proof-of-payment, and proof-of-ownership along with a copy of their letter to Volvo Customer Care Center.*

**Q8: Can a customer be reimbursed for any hardware or iPhone associated costs?**

*No, customers can only be reimbursed for previously paid software upgrades associated with Apple® CarPlay® functionality issues.*