

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

Bulletin Title		Group	NO
Service Action S10266: Remote function update, Model Year 2021-2023 V90CC, S90I, XC60, XC90, XC40 and C40		36	S10266
Issuer (Dept.)	Car Market	Issue Date	Status Date
Safety and Compliance	United States and Canada	7/10/24	7/10/24
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A. SERVICE ACTION S10266 DESCRIPTION

Volvo Cars USA LLC and Volvo Car Canada LTD on behalf of the Volvo Car Corporation has decided to launch Service Action S10266 on certain model year 2021- 2023 V90CC, S90I, XC60, XC90, XC40 and C40 vehicles.

Volvo Car Investigations have identified that iCUP vehicles with a software version earlier than V2.3 need updating to ensure the proper functioning of the mobile app's features.

As a result, there is a possibility of losing remote functions in the Volvo Car App, such as lock/unlock and climate control.

The corrective action is to perform a total software upgrade.

S10266 affects 413 vehicles in the U.S and 9 in Canada.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELGIBILITY 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 S10266: Remote function update” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Active Service Campaign S10266 has not been completed. Eligibility can also be confirmed in TIE.

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All vehicles must be checked for any incomplete recalls, service campaigns or service upgrades. All open Recalls, Service Campaigns or Service Actions must be completed.

C. PARTS INFORMATION

Please refer to the Parts Bulletin.

D. OWNER NOTIFICATION

No Owner Notification.

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 Quality/G0.

H. CLAIM INSTRUCTIONS

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

Claim Type: S10266
Cause Code: 02
CSC Code: XW
Main OP: 99942-2
Failed Part: 31483292 (XC60/XC90), 31654144 (S90/V90/V90CC),
31472405 (S90I), 31676056 (XC40/C40)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99942-2	Software download acc. to QB	1	0.3

***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.**