

Bulletin Title		Group	NO
Service Action S10318: Decal Charge Lid, Certain Model Year 2021-2026 XC40, EX40, EC40 and C40 BEV vehicles		89	S10318
Issuer (Dept.)	Car Market	Issue Date	Status Date
Product, Safety and Compliance	United States and Canada	7/11/25	7/11/25
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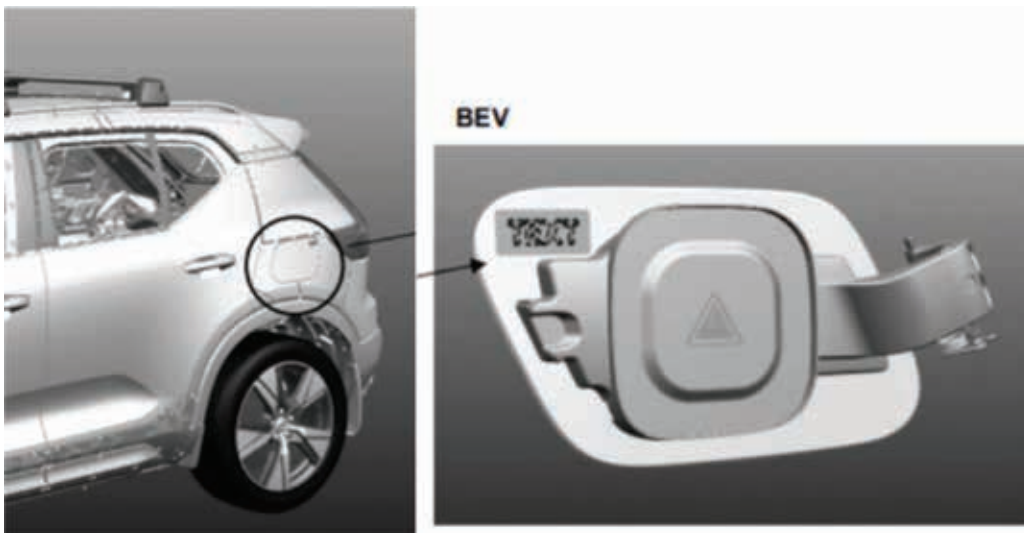
**A. SERVICE ACTION S10318 DESCRIPTION**

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Service Campaign S10318 – Decal Charge Lid on certain model year 2021 -2026 XC40, EX40, EC40 and C40 Battery Electric (BEV) vehicles.

Volvo Cars has expanded its public charging access around North America. To access, Volvo Cars is making the North American Charging Standard (NACS) adapter available to drivers of current fully electric Volvo Cars. Volvo only supports the usage of a Volvo approved adapter.

To avoid misuse, Volvo Cars will affix a NACS adapter warning label inside the charging lid.

**Important Note: Be sure to clean the area thoroughly with Isopropanol before applying the decal.**



## Quality Bulletin S10318

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S10318 affects 8,492 vehicles in the U.S. and 2,147 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 in TIE:

- **Vehicle eligibility can be confirmed in TIE using the “Vehicle Info” tab and entering the VIN. Please use the “Claim Type” button to see if S10318 is available and use the performed column to see if the vehicle is eligible.**

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

### C. PARTS INFORMATION

Please refer to the Parts Bulletin if available.

### D. OWNER NOTIFICATION

No owner Notification.

### E. VEHICLES IN RETAILER INVENTORY

Vehicles in retailer inventor must be repaired prior to sale.

### F. RETAILER RESPONSIBILITY

Retailers must perform this service action at the 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’s competency requirement for this repair is GO.

### H. CLAIM INSTRUCTIONS

**Claim Type:** S10318  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97588-2  
**Failed Part:** 32427255 (NACS decal US/CA)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97588-2	Decal charging hatch install acc. To QB	1	0.1

**\*If the total labor allowance is equal to 0.1 hours for all repairs to the same vehicle on the same day, a separate claim must be submitted for operation 09130 for 0.1 hours.**

**Second Claim:**

**Claim Type:** 01 (regardless of the vehicle age/mileage)  
**Cause Code:** 98  
**CSC Code:** 1C  
**Main OP:** 09130  
**Labor Time:** 0.1

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
09130	Admin Allowance	1	0.1

**\*Administrative allowance may only be claimed when the total labor does not exceed 0.1 hours for all repairs, to include by not limited to FSM, CPO, Goodwill, Service Campaigns or Recalls, on a repair order. Claims that do not conform to this policy will be denied.**

**\*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.**