

# Quality Bulletin

TITLE:

**Recall R10198: Software Upgrade, Model Year 2022-2023 S60, V60, S90L, XC60, XC90 Long Range PHEV**

<b>GROUP:</b> 21	<b>CAT/NO:</b> R10198	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2022-10-26	<b>STATUS DATE:</b> 2022-10-26
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**“Right first time in Time”**

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**A. RECALL R10198 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R10198 on certain model year 2022-2023 S60, V60, S90L, XC60 and XC90 long range PHEV vehicles.

Volvo Cars Investigations have identified that the estimated cooling flow on the electrical drive (ED) cooling circuit is set to zero due to faulty software logic when max cooling is requested. When the estimated cooling flow is set to zero, the Inverter Generator Module will set available torque to zero and the combustion engine will not start. Loss of propulsion can occur, increasing the risk of a crash.

The corrective action is to perform a Software Upgrade.

A total of 15,674 U.S. and 1,185 Canadian vehicles are eligible for this recall.

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## WHAT SHOULD YOUR CUSTOMERS DO NOW?

We have no reports of incidents related to the issue; however, we encourage customers to contact their retailer and have this repair completed as soon as possible.

## B. VEHICLES INVOLVED

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL. VEHICLES IN RETAILER INVENTORY MUST BE UPGRADED PRIOR TO SALE BY COMPLETING A PDS SOFTWARE INSTALLATION OR R10198 SOFTWARE.**

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall R10198 ECM Upgrade” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10198 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

R10198 affected vehicles will not receive the latest software at the Port. It is the retailer’s responsibility to check vehicle eligibility prior to delivery.

## D. PARTS / PARTS RETURN

No parts are required to be returned for this recall. Please review Parts Bulletin R10198 once available.

## E. OWNER NOTIFICATION

An owner notification will be sent out in early December that will notify the owner of this recall instructing them to contact their Volvo Retailer and request an appointment to have this repair completed.

## F. VEHICLES IN RETAILER INVENTORY

### New Vehicles in Retailer Inventory

**It is a violation of federal law for a retailer to deliver any new Volvo that is eligible for a recall.** Retailers are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$22,723 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

### Used Vehicles in Retailer Inventory

VCUSA is ordering the stop-delivery of affected vehicles in VCUSA, auction and dealer inventory until the recalled item can be repaired. Stopping the delivery of affected used vehicles until the recall is complete is consistent with Volvo’s commitment to safety. Additionally, while Federal law does not prohibit the sale of used vehicles with open recalls, the sale of such cars could violate certain state laws and create liability on behalf of the retailer.

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## What does this mean for customers?

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

### G. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

### H. TECHNICIAN COMPETENCY REQUIREMENT

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

### I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall R10198 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10198

**Cause Code:** 02

**CSC Code:** XW

**Main OP:** 97826-2

**Failed Part:** 31483292 (XC90, XC60), 31472405 (S90L), 31493704 (S60,V60)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97826-2	Software downloading acc. To QB R10198	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.**

Volvo will be manually marking R10198 completed when PDS and 2.0 software has been installed on an eligible vehicle and the vehicle is reported retail delivered.