


<b>Quality Bulletin</b>						
TITLE: <b>Service Campaign S49325: Transmission Control Module (TCM) Software Upgrade, Model Year 2003 – 2005 XC90 T6</b>						
GROUP: 43	NO: S49325	ISSUING DEPARTMENT: Warranty			CAR MARKET: United States	
REFERENCE BULLETINS: TJ 27920				DATE: YEAR MONTH DAY 2013 07 10		
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3	

**“Fixed Right — First Time”**

- A. SERVICE CAMPAIGN S49325 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. CAMPAIGN REIMBURSEMENT PROCEDURES
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. RETAILER ALLOWANCE

**A. SERVICE CAMPAIGN S49325 DESCRIPTION**

Volvo Cars of North America, LLC. on behalf of Volvo Car Corporation, has decided to launch a service campaign on certain model year 2003 – 2005 XC90 T6 vehicles.

Volvo has identified that Transmission Control Module (TCM) software installed prior to November 2011 does not contain optimal calibration settings.

The corrective action is to install a TCM software upgrade at the first service opportunity.

Service Campaign S49325 affects 43,653 vehicles in the U.S.

**PLEASE NOTE:** This Service Campaign will be in effect until **December 31, 2015** regardless of mileage. Coverage is automatically transferred to subsequent owners.

**Vehicles with the upgraded TCM software installed prior to the launch of this service campaign, are manually marked as performed.**



## **B. VEHICLES INVOLVED**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS SERVICE CAMPAIGN.**

Vehicle eligibility must be confirmed:

- Inquire in VRC<sup>2</sup> - Vehicle Warranty where the message “SERV CAMP S49325 TCM Software Quality Bulletin 43-S49325” will appear for eligible vehicles.

All vehicles should be checked for any other incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

### **RETAILER VEHICLE CAMPAIGN LIST**

“A Retailer Campaign List” will be posted on VRC<sup>2</sup> in the Reports Menu under the Service Tab. This list details all affected vehicles that are on record as being retailed or currently in stock at your facility, and is updated monthly. Vehicle eligibility must be confirmed via VRC<sup>2</sup> prior to performing this service campaign.

## **C. PARTS INFORMATION / PARTS RETURN**

Please refer to Parts Bulletin 43-S49325.

### **PARTS RETURN**

No parts are required to be returned for repairs performed in accordance with this service campaign.

## **D. OWNER NOTIFICATION**

Vehicle owners will be contacted directly by Volvo in the U.S.

## **E. VEHICLES IN RETAILER INVENTORY**

All vehicles in retailer inventory and qualifying for this service campaign should be repaired prior to a customer taking possession of the vehicle.

## **F. RETAILER RESPONSIBILITY**

Retailers are to perform this service campaign on eligible vehicles regardless of mileage/kilometers or vehicle age. The campaign work covered under Service Campaign S49325 is free of charge to the owner. If a customer presents a recall or service campaign letter for a vehicle that is not found via the VRC<sup>2</sup> inquiry function, please verify that the letter applies to the customer’s vehicle and call the Warranty Assistance Desk at 1-800-807-7712 for instructions. If the Warranty Assistance Desk verifies that the vehicle qualifies for the Recall or Service Campaign, please perform the repair and place the recall or service campaign letter in the customer’s file. Under no circumstances should a customer be denied the required service without a confirmation from VCNA/VCCL.



## Quality Bulletin S49325

### G. CAMPAIGN REIMBURSEMENT PROCEDURES

Service Campaigns S49325 claims should be submitted using the LONG FORM application only.

### G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 Certified Tech.

### H. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

**Claim Type:** S49325  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 36198  
**Failed Part:** 30677036

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36198	TCM Software Download	1	0.3 Hrs

# Technical Journal



TITLE:

**Service Campaign S49325 – TCM Software**

REF NO:  
**TJ 27920**

ISSUING DEPARTMENT:  
**Technical Service**

CAR MARKET:  
**United States**

PARTNER:  
**3 US 7510 Volvo Cars North America**

ISSUE DATE:  
YEAR MONTH DAY  
**2013 06 18**

FUNC GROUP:  
**4378**

FUNC DESC:  
**Software**

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**“Fixed Right — First Time”**

## Attachment

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
275	91	B6294T					2003-2005		-	0-0

## CSC Customer Symptom Codes

Code	Description
XW	Service action/Recall/Service action/Recall

## DTC Diagnostic Trouble Codes

Rows beginning with \* are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

## Text

**Note! If using a printed copy of this Technical Journal, first check for the latest online version.**

## DESCRIPTION:

Volvo Cars of North America, LLC. on behalf of Volvo Car Corporation, has decided to launch a service campaign on certain model year 2003 – 2005 XC90 vehicles.

Volvo has identified that Transmission Control Module (TCM) software installed prior to November 2011 does not contain optimal calibration settings.



**SERVICE:**

The corrective action is to install a TCM software upgrade at the first service opportunity.

**PLEASE NOTE:** This Service Campaign will be in effect until December 31, 2015 regardless of mileage. Coverage is automatically transferred to subsequent owners.

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# Parts Bulletin



TITLE:

## Service Campaign S49325 Transmission Control Module (TCM) Software Upgrade

<b>GROUP:</b> 43	<b>NO:</b> S49325	<b>REFERENCE BULLETINS:</b> TJ27920	<b>CAR MARKET:</b> United States			
<b>COPY TO / CIRCULATIONS (PLEASE INITIAL):</b>				<b>DATE:</b>		
<b>GENERAL MANAGER</b>	<b>PARTS MANAGER</b>	<b>SERVICE MANAGER</b>	<b>SALES MANAGER</b>	<b>YEAR</b> 2013	<b>MONTH</b> 06	<b>DAY</b> 18
				<b>Page 1 of 1</b>		

### “Fixed Right — First Time”

The following part numbers apply:

Part Number	Description	Qty
30677036	TCM Software Download	1

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