



SB-10052500-9979

ADAM KOPSTEIN

Manager, Product Safety and Compliance

Date: 06/18/13
Subject: Service Campaign S49325
To: All U.S. Volvo Retailers

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.

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. Please check Vehicle Inquiry prior to performing this software upgrade.

OWNER NOTIFICATION

Volvo will contact the vehicle owners directly.

RETAILER RESPONSIBILITIES

Retailers must perform this Service Campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this Service Campaign is free of charge to the owner. In the event that a customer does not have a notification letter, the owner is not to be refused this work.

Your regional representative will follow up to ensure that this Service Campaign is proceeding smoothly.

Volvo Cars U.S.
Customer Service

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647

Telephone 1-201-768-7300
www.volvocars.us



A complete description of the Service Campaign requirements and claim submission procedures will follow.

It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Quality Bulletin
- Retailer Tech Journal
- Parts Bulletin

Your cooperation in completing this Service Campaign is greatly appreciated.

A handwritten signature in blue ink that reads "A. Kopstein".

Adam Kopstein
Manager, Product Safety & Compliance Office
VOLVO CARS OF NORTH AMERICA, LLC.

Quality Bulletin



TITLE:

Service Campaign S49325: Transmission Control Module (TCM) Software Upgrade, Model Year 2003 – 2005 XC90 T6

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
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“Fixed Right — First Time”

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- F. RETAILER RESPONSIBILITY
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- 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 VRC² - 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 VRC² 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 VRC² 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 VRC² 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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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

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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.

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

Parts Bulletin



TITLE:

Service Campaign S49325 Transmission Control Module (TCM) Software Upgrade

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

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The following part numbers apply:

Part Number	Description	Qty
30677036	TCM Software Download	1

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.

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Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
<http://www.volvocars.us>

**IMPORTANT SERVICE CAMPAIGN
THIS NOTICE APPLIES TO YOUR VEHICLE**



YV1CZ91H999999999-S49325D666666S49 513243-01 2
Volvo Owner
12345 Main St.
Any City, US 12345-6789



December 11, 2013

Dear Volvo Owner,

Your satisfaction with your Volvo and the Volvo organization are very important to us. We are committed to ongoing product improvements and methods; therefore we have launched Service Campaign S49325.

The Reason for Service Campaign S49325:

Volvo Cars of North America, LLC. (Volvo) 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 in your vehicle does not contain optimal calibration settings.

The corrective action is to install a TCM software upgrade.

What you should do:

Please contact your authorized Volvo retailer for an appointment. This procedure will be completed at no cost and can take up to 30 minutes to complete; however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.

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

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center at 1 Volvo Drive, P.O. Box 914, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST. You may also contact us by going to www.VolvoCars.US/ContactCustomerCare

Sincerely,

A handwritten signature in cursive script that reads "Mike Assainte".

Mike Assainte
Manager, Customer Support