


VOLVO CARS SERVICE AND PARTS BUSINESS					
<h1>Quality Bulletin</h1>					
TITLE: SERVICE CAMPAIGN A39404 CEM Software Upgrade & BMS Reset MODEL YEAR 2014 S80, S60, XC60 & XC70					
GROUP: 36	NO: A39404	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada	
REFERENCE BULLETINS: TJ 28159, PB A39404				DATE:	
				YEAR	MONTH
				2013	09
				DAY	17
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
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“Right first time in Time”

- A. SERVICE CAMPAIGN A39404 DESCRIPTION**
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A. SERVICE CAMPAIGN A39404 DESCRIPTION

Volvo Cars of North America, LLC. (Volvo) on behalf of Volvo Car Corporation, has decided to launch a service campaign on certain model year 2014 S80, S60, XC60 and XC70 vehicles.

Volvo has identified that due to a software deviation in the Central Electronic Module (CEM), affected vehicles may display a “LOW BATTERY” message in the Drivers Information Module (DIM). Some vehicles may also have high stand-by current that could result in a drained battery.

The corrective action is to perform a Central Electronic Module (CEM) software download. After the CEM software upgrade is performed, reset the Battery Monitoring Sensor (BMS) by disconnecting and reconnecting it per Tech Journal 28159.

Service Campaign A39404 affects 7,216 vehicles in the U.S. and 697 vehicles in Canada.

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



B. VEHICLES INVOLVED

NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THIS SERVICE CAMPAIGN.

Vehicle eligibility must be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message “SERV CAMP A39404 CEM Software and BMS Reset QB A39404” 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 A39404.

PARTS RETURN

No parts are required to be returned for this service campaign.

D. OWNER NOTIFICATION

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

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 A39404 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 customers file. Under no circumstances should a customer be denied the required service without a confirmation from VCNA/VCCL.



G. CAMPAIGN REIMBURSEMENT PROCEDURES

Service Campaigns A39404 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

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

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

Claim Type: A39404
Cause Code: 02
CSC Code: XW
Main OP: 36120
Failed Part: 31270560 – S60 & XC60
30786042 – S80 & XC70

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36120	CEM Software & BMS Reset	1	0.3 Hrs

When purchasing/installing the software to complete this action, VIDA may leave a message stating that the latest version of the software has already been installed. If this occurs, the software was installed after the vehicle was marked for this action, or was included in another software upgrade.

No further repair action is needed, but it is important to submit a claim per the instructions in this bulletin to correctly mark this vehicle as having this action completed.



Technical Journal

TITLE:

“LOW BATTERY” message and high stand-by current, 2014 P3 vehicles

REF NO: TJ28159	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada		
PARTNER: 3 US 7510 Volvo Cars North America		ISSUE DATE:		
FUNC GROUP: 3723	FUNC DESC: electric distribution box; electric dist	YEAR 2013	MONTH 09	DAY 13
Page 1 of 2				

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Attachment

File Name	File Size
TJ28159_BMS_reset.wmv	1.8719 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2014-2014	21	0177000-0179475	201320-201336
134							2014-2014	21	0270000-0288578	201320-201336
134							2014-2014	22	0270000-0287745	201320-201336
136							2014-2014	21	0175000-0181685	201320-201336
156							2014-2014	22	0500000-0532535	201320-201336

CSC Customer Symptom Codes

Code	Description
LM	Battery/Dead battery
LN	Battery/Weak or low electrical power

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

The "LOW BATTERY" message may appear even if the battery is in good condition. There may also be high stand-by current.

PRODUCT MODIFICATION:

New CEM software is introduced in production from chassis numbers above.

SERVICE:

Perform a CEM SW Upgrade.

S60/XC60: Software PN 31270560

XC70/S80: Software PN 30786042

After the upgrade has been performed, reset the BMS (Battery Monitoring Sensor) by disconnecting and reconnecting it. This must be done according to this method, not via VIDA.

See [TJ28159 BMS reset.wmv](#)

This TJ has a video instruction of the BMS reset.



Parts Bulletin

TITLE:

Service Campaign A39404 CEM Software Upgrade & BMS Reset Model Year 2014 S80, S60, XC60 & XC70

GROUP: 36	NO: A39404	REFERENCE BULLETINS: TJ28159	CAR MARKET: United States and Canada		
COPY TO / CIRCULATIONS (PLEASE INITIAL):				DATE:	
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	YEAR 2013	MONTH 09
					DAY 12
					Page 1 of 1

“Right first time in Time”

Reference Bulletin: TJ28159

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The following part numbers apply:

Part Number	Description	Qty
31270560	Central Electronic Module (CEM) software upgrade S60 & XC60	1
30786042	Central Electronic Module (CEM) software upgrade S08 & XC70	1



Volvo Cars of North America, LLC

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

IMPORTANT SERVICE CAMPAIGN



YV4940DZ2E2666666-A39404A666666A39 513122-01 1
Volvo Owner
12345 Main St.
Any City, US 12345-6789



October 28, 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 A39404.

The Reason for Service Campaign A39404:

Volvo Cars of North America, LLC. (Volvo) on behalf of Volvo Car Corporation, has decided to launch a service campaign on certain model year 2014 S80, S60, XC60 and XC70 vehicles.

Volvo has identified that due to a software deviation in the Central Electronic Module (CEM), affected vehicles may display a "LOW BATTERY" message in the Drivers Information Module (DIM). Some vehicles may also have high stand-by current that could result in a drained battery.

The corrective action is to perform a Central Electronic Module (CEM) software download and reset the Battery Monitoring Sensor (BMS).

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



Volvo Cars of Canada Corp.

9130 Leslie St. Suite 101
Richmond Hill, Ontario
Canada L4B 0B9
Telephone (905) 695-9626
Facsimile (905) 695-9627
www.volvocars.ca

November 2013

IMPORTANT SERVICE CAMPAIGN

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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 A39404.

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Please contact:

If you have any questions, please contact your authorized Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Relations at 1-800-663-8255, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST or by e-mail at vclcust@volvocars.com. You may also write to us at 9130 Leslie St. Suite 101, Richmond Hill, Ontario, Canada L4B 0B9.

Thank you for being a member of the Volvo family. We hope you will appreciate our efforts to continually provide you with updated information of importance to your safety and the quality of your Volvo vehicle.

Sincerely,

A handwritten signature in cursive script that reads "Carol Kitchen".

Carol Kitchen
V.P. Customer Service



Novembre 2013

IMPORTANTE CAMPAGNE D'ENTRETIEN

Madame, Monsieur,

Il nous importe beaucoup que vous soyez satisfait de votre Volvo et de l'organisation Volvo. Nous nous engageons à améliorer continuellement nos produits et nos méthodes. À ce titre, nous avons lancé la campagne d'entretien A39404.

Raisons de la campagne d'entretien A39404 :

La Volvo Cars of North America, LLC. (Volvo), au nom de Volvo Car Corporation, a décidé de lancer une campagne d'entretien pour certains véhicules S60, S80, XC60 et XC70 2014.

Volvo a déterminé qu'en raison d'une anomalie dans le logiciel du module électronique central (CEM) de certains véhicules, le message « LOW BATTERY » (batterie faible) pouvait s'afficher sur le module d'information du conducteur (DIM) de ces véhicules. En outre, quelques véhicules pourraient également avoir un courant d'attente élevé, ce qui risquerait de décharger la batterie.

La mesure corrective consiste à télécharger un logiciel pour le module électronique central (CEM) et à réinitialiser le capteur de surveillance de la batterie (BMS).

Ce que vous devez faire :

Veillez communiquer avec votre concessionnaire Volvo autorisé pour prendre rendez-vous. La réparation sera effectuée gratuitement et devrait prendre jusqu'à 30 minutes; toutefois, compte tenu des rendez-vous d'entretien et de la disponibilité des pièces, votre concessionnaire Volvo pourrait avoir besoin de plus de temps.

REMARQUE : Cette campagne d'entretien sera en vigueur jusqu'au 31 décembre 2015, quel que soit le kilométrage. La couverture de garantie est automatiquement transférée au propriétaire ultérieur.

Veillez communiquer :

Pour en savoir plus, veuillez communiquer avec votre concessionnaire Volvo autorisé. Si votre concessionnaire n'est pas en mesure de répondre à vos questions, veuillez communiquer avec le Service à la clientèle de Volvo au 1-800-663-8255 (du lundi au vendredi de 8 h 30 à 17 h HNE) ou envoyer un courriel à vlcust@volvocars.com. Vous pouvez également nous écrire à l'adresse suivante : 9130, rue Leslie, bureau 101, Richmond Hill (Ontario), Canada L4B 0B9.

Nous vous remercions de faire partie de la famille Volvo. Nous espérons que vous apprécierez nos efforts continus pour vous fournir des renseignements à jour sur des éléments importants pour votre sécurité et pour la qualité de votre véhicule Volvo.

Veillez agréer, Madame, Monsieur, mes salutations distinguées.



Carol Kitchen
Vice-présidente, Service à la clientèle