


VOLVO CARS SERVICE AND PARTS BUSINESS		SB-10056402-8377				
<h1>Quality Bulletin</h1>						
TITLE: Service Campaign S39478: Sensus Connected Touch (SCT) Firmware Upgrade Model Year 2011-2015 S60; 2012 – 2015 XC60, S80, XC70; 2015 – V60						
GROUP: 34	CAT/NO: S39478	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada		
REFERENCE BULLETINS: TJ 28019				DATE:		
				YEAR	MONTH	DAY
				2014	10	07
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR		
				Page 1 of 3		

“Right first time in Time”

BULLETIN UPDATE: In Section “D”, the owner notification month was updated to “October.”

- A. SERVICE CAMPAIGN S39478 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 S39478 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 2011 – 2015 S60, XC60, V60, S80, XC70 vehicles.

Volvo has identified that the Sensus Connected Touch (SCT) may become unusable because of the pop-up message “GPS Update” (Global Positioning System). No other vehicle functions are affected and the vehicle will perform as normal.

The corrective action is to perform a SCT firmware upgrade.

Service Campaign S39478 affects 1,659 vehicles in the U.S. and 230 vehicles in Canada.

PLEASE NOTE: This Service Campaign will be in effect until June 30, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.



B. VEHICLES INVOLVED

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

Vehicle eligibility must be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message “SERV CAMP S39478 SCT Firmware Upgrade QB S39478” 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

No parts are required for this service campaign.

PARTS RETURN

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

D. OWNER NOTIFICATION

Vehicle owners will be notified by mail in October.

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 S39478 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 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 Campaign S39478 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 allowance is effective at time of release and may change in the future.

Claim Type: S39478

Cause Code: 02

CSC Code: XW

Main OP: 99400

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
39392	SCT Firmware Upgrade	1	0.2 Hrs
99400	Check / Adjust per TJ 28019	1	0.1 Hrs



Technical Journal

TITLE:
**SERVICE CAMPAIGN S39478: Sensus Connected Touch (SCT)
Firmware Upgrade**

REF NO: TJ 28019	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada		
PARTNER: 3 US 7510 Volvo Cars North America		ISSUE DATE:		
FUNC GROUP: 3960	FUNC DESC: Accessories	YEAR 2014	MONTH 05	DAY 27
Page 1 of 5				

“Right first time in Time”

Attachment

File Name	File Size
TJ 28019.jpg	0.0234 MB
TJ_Instruction_28019.pdf	0.0669 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2012-2015		0151001-0184729	201120-201419
134							2011-2015		0000194-0318592	201020-201419
136							2012-2015		0118001-0202912	201120-201419
155							2015-2015		0000000-0214069	201346-201419
156							2011-2015		0175379-0626621	201046-201419

CSC Customer Symptom Codes

Code	Description
EK	Sensus Connected Touch/Does not work

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

ACU = Accessory Connectivity Unit
GPS = Global Positioning System

SERVICE CAMPAIGN S39478 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 2011 – 2015 S60, XC60, V60, S80, XC70 vehicles.

Volvo has identified that the Sensus Connected Touch (SCT) may become unusable because of the pop-up message “GPS Update” (Global Positioning System). No other vehicle functions are affected and the vehicle will perform as normal.

This message may be permanent and not possible to clear (See attached picture “TJ 28019.jpg”)

PRODUCT MODIFICATION:

*New ACU software is available that will prevent this condition from occurring

MATERIAL RETURN:

None

VEHICLE REPORT:

No Vehicle Reports needed.

SERVICE:

The corrective action is to perform an SCT firmware upgrade by following the attached instructions. The upgrade will prevent the “GPS Update” message from appearing.

NOTE: If the “GPS Update” message is already permanently present, the ACU and the SD card need to be replaced.

Please note: Every SCT unit in stock, when installed in a car, must be inspected after installation concerning the firmware version. The version read out from the SCT unit must be the same as the one indicated on the SCT update site (link in attached document). If necessary, perform an update according to TJ-28019, before delivery to the customer.

VOLVO STANDARD TIMES GUIDE (VSTG) OPERATION NUMBER:


39392-2 Sensus Connected Touch (SCT) download 0.2 hours
99400-2 General check/adjust acc to Technical Journal 0.1 hours
98506-2 ACU replace acc. to TJ28019 0.6 hours*

**NOTE: ACU replacement cannot be claimed under Service Campaign S39478. Only claim this operation if ACU replacement is necessary as per the service instructions above.*


To view TJ attachment continue to next page. This TJ has 2 attachments.

11:56

1

 GPS Update

update bezig



TJ 28019

Volvo Car Customer Service	
	TJ Instruction
	TJ No 28019
	Date May-14 Issue 01
Title	SERVICE CAMPAIGN S39478: SCT Upgrade Procedure

Special tools	Quantity	Part No.
USB Flash Memory Stick	1	

Sensus Connected Touch upgrade procedure:

1. Use a USB memory stick with at least 500 MB of storage.
2. Format the memory stick to FAT32 using a PC:
 - In your PC's *Computer* menu/window, right-click the memory stick (usually shown as "Removable Disk") and select *Format*
 - Make sure *File System* is set to *FAT32* and *Quick Format* is checked and click *Start*
3. Once the formatting is complete, go to the SCT update site: <http://www.parrot.com/uk/support/sensus-connected-touch/>
4. Under the *Software Update* download menu to the right, choose the appropriate region.
5. Click the *Download* button
6. You will get a new window where it will ask you where to save the file, choose the formatted USB stick and save the file in the root of the memory stick (root = not in a folder).
7. Wait until the download is complete
8. Safely remove the USB stick from your computer and go to the vehicle.
9. Install the USB stick in one of the SCT USB ports on the ACU in the glove box (it does not matter which one of the SCT USB ports is used).

10. Go to the SCT screen and swipe to and select the SETTINGS icon.
11. Scroll down by swiping the finger upwards until you see ABOUT.
12. Select ABOUT
13. Select UPDATE PRODUCT
14. Select UPDATE BY USB STICK.
15. Now you will get the pop-up "Please insert USB stick containing update file" asking you to confirm that you have inserted the USB stick, if you have inserted the USB stick, touch the OK button. If not please insert the stick and then touch the OK button.
16. Wait until the update is complete, this will be indicated by a system restart.

NOTE: Several restarts may be performed automatically before the upgrade completes



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**



YV426MDC2F777777-S39478C666666S39 513858-01 2

Volvo Owner
12345 Main St
Any City, US 12345-6789



October 1, 2014

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 S39478.

The Reason for Service Campaign S39478:

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation, has decided to launch a service campaign on certain model year 2011 – 2015 S60, XC60, V60, S80 and XC70 vehicles.

Volvo has identified that the Sensus Connected Touch (SCT) may become unusable because of the pop-up message "GPS Update" (Global Positioning System). No other vehicle functions are affected and the vehicle will perform as normal.

The corrective action is to perform a SCT firmware 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 45 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 June 30, 2016 regardless of mileage. Coverage is automatically transferred to a 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

October 2014

IMPORTANT SERVICE CAMPAIGN

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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@volvoforlife.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



**La Compagnie des
Automobiles Volvo
du Canada**

9130, rue Leslie, bureau 101
Richmond Hill (Ontario)
L4B 0B9 Canada
Téléphone : 905-695-9626
Télécopieur : 905-695-9627
www.volvocars.ca

Octobre 2014

CAMPAGNE DE SERVICE IMPORTANTE

Cher propriétaire de véhicule de Volvo,

Il est très important pour nous que vous soyez entièrement satisfait de votre véhicule et du service offert par Volvo. Nous tenons à perfectionner continuellement nos produits et nos méthodes. C'est dans cette optique que nous avons lancé la campagne de service S39478.

Raison d'être de la campagne de service S39478 :

Volvo Cars of North America, LLC (Volvo) au nom de Volvo Car Corporation, lancera une campagne de service pour certains modèles de S60, XC60, V60, S80 et XC70 de 2011 à 2015.

Volvo a déterminé que la fonction Sensus Connected Touch (SCT) risque de devenir inutilisable à cause du message de mise à jour du GPS à l'écran. Aucune autre fonction ne devrait être perturbée, et le véhicule devrait pouvoir fonctionner normalement.

Pour régler ce problème, il faut effectuer une mise à niveau du micrologiciel de SCT.

Mesures à prendre :

Veillez communiquer avec votre concessionnaire Volvo pour fixer un rendez-vous. Aucuns frais ne seront exigés pour cette démarche, qui devrait prendre jusqu'à 45 minutes. Toutefois, en raison de la disponibilité limitée tant pour la main-d'œuvre que pour les pièces, il se peut que votre concessionnaire Volvo ait besoin de plus de temps.

REMARQUE : Cette campagne de service sera en vigueur jusqu'au 30 juin 2016, peu importe le kilométrage du véhicule. Dans le cas de la vente d'un véhicule, la couverture se transférera automatiquement au nouveau propriétaire.

Pour communiquer avec nous :

Pour toute question, veuillez communiquer avec votre concessionnaire Volvo. Si celui-ci n'est pas en mesure de répondre à toutes vos questions, veuillez communiquer avec le service des relations avec la clientèle de Volvo au 1-800-663-8255 du lundi au vendredi de 8 h 30 à 17 h HNE, ou encore par courriel à l'adresse vclcust@volvoforlife.com. Vous pouvez aussi nous envoyer une lettre au 9130, rue Leslie, bureau 101, Richmond Hill (Ontario) L4B 0B9, Canada.

Merci de faire partie de la famille Volvo. Nous espérons que vous apprécierez nos efforts continuels visant à vous tenir au courant pour assurer votre sécurité et la qualité de votre véhicule Volvo.

Cordialement,

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

Carol Kitchen
V.-p., Service à la clientèle