

VOLVO CARS  
SERVICE AND PARTS BUSINESS

# Quality Bulletin

TITLE:

**SERVICE ACTION S29485: ECM SOFTWARE UPGRADE  
MODEL YEAR 2015 - S60, XC60, S80, XC70, V60**

**GROUP:**  
**20**

**CAT/NO:**  
**S29485**

**ISSUING DEPARTMENT:**  
**Warranty**

**CAR MARKET:**  
**United States and Canada**

REFERENCE BULLETINS:

DATE:

YEAR	MONTH	DAY
2014	10	10

**Service Personnel:**  
**Read and initial**

SERVICE  
MANAGERSERVICE  
WRITERWARRANTY  
ADMINISTRATOR

Page 1 of 3

**“Right first time in Time”**

**BULLETIN UPDATE: Added text to Section “I”**

- A. SERVICE ACTION S29485 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 ACTION S29485 DESCRIPTION**

Volvo Cars of North America, LLC. (Volvo) on behalf of Volvo Car Corporation, has decided to launch a service action on certain model year 2015 S60, XC60, S80, XC70 and V60 vehicles with T5 Drive-E engines (engine code 26 & 40).

Volvo has identified that in certain high ambient temperature severe driving conditions, the turbo coolant return hose may reach a high temperature after the vehicle has been parked. This condition may have a negative impact on the life expectancy of the turbo coolant return hose.

The corrective action is to perform an Electronic Control Module (ECM) software upgrade at the next vehicle service, which will modify the run settings of the electric coolant water pump.

Service Action S29485 affects 5,276 vehicles in the U.S. and 121 vehicles in Canada.



**PLEASE NOTE:** This Service Action will be in effect until **December 31, 2016** regardless of mileage. Coverage is automatically transferred to subsequent owners.

## **B. VEHICLES INVOLVED**

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

Vehicle eligibility must be confirmed:

- Inquire in VRC<sup>2</sup> - Vehicle Warranty where the message “SERV ACTION S29485 ECM SOFTWARE UPGRADE QB-S29485” 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**

ECM Software Part Numbers

S60, XC60, V60 - 30788936

S80, XC70 – 30785201

### **PARTS RETURN**

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

## **D. OWNER NOTIFICATION**

No owner customer notification mailing is planned for this service action. This service action should be completed at the next vehicle service.

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

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



### F. RETAILER RESPONSIBILITY

Retailers are to perform this service action on eligible vehicles regardless of mileage/kilometers or vehicle age. The campaign work covered under Service Action S29485 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 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 Action S29485 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:** S29485  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 36113  
**Failed Part:** 30788936 or 30785201

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36113	ECM Software Upgrade	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 service action completed.