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Adam Kopstein **SB-10057049-9861**

Manager, Product Safety & Compliance

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December 18, 2014

To: All US Volvo Retailers:

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 – 2015 XC60 vehicles.

Volvo has identified that the low tire pressure setting for the Tire Pressure Monitoring System (TPMS) is inadvertently set at too high of a level. This may lead to a low tire pressure warning even though the tire pressure is sufficient.

The corrective action is to perform a Central Electronic Module (CEM) software upgrade.

Service Campaign S79552 affects 5,056 vehicles in the U.S.

**PLEASE NOTE: This Service Campaign will be in effect until June 30, 2017 regardless of mileage. Coverage is automatically transferred to subsequent owners.**

**OWNER NOTIFICATION**

Volvo will contact vehicle owners by mail in January.

**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.



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
- Tech Journal
- Parts Bulletin

Your cooperation in completing Service Campaign S79552 is greatly appreciated.

Drive Safely,

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

Adam Kopstein  
Manager, Product Safety and Compliance  
201-768-7300 ext# 7908  
akopstei@volvocars.com



# Quality Bulletin

TITLE:

**Service Campaign S79552: False Low Pressure Tire Warning  
Model Year 2014 – 2015 XC60**

<b>GROUP:</b> 77	<b>CAT/NO:</b> S79552	<b>ISSUING DEPARTMENT:</b> Warranty		<b>CAR MARKET:</b> United States		
<b>REFERENCE BULLETINS:</b> TJ 29831, PB 77-S79552				<b>DATE:</b>		
				<b>YEAR</b>	<b>MONTH</b>	<b>DAY</b>
<b>Service Personnel:</b> Read and initial				<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>
				2014	12	18
				Page 1 of 3		

**“Right first time in Time”**

**BULLETIN REFERENCE TJ 29831, PB 77-S79552**

- A. SERVICE CAMPAIGN S79552 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 S79552 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 – 2015 XC60 vehicles.

Volvo has identified that the low tire pressure setting for the Tire Pressure Monitoring System (TPMS) is inadvertently set at too high of a level. This may lead to a low tire pressure warning even though the tire pressure is sufficient.

The corrective action is to perform a Central Electronic Module (CEM) software upgrade.

Service Campaign S79552 affects 5,056 vehicles in the U.S.

**PLEASE NOTE: This Service Campaign will be in effect until June 30, 2017 regardless of mileage. Coverage is automatically transferred to subsequent owners.**



## **B. VEHICLES INVOLVED**

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

Vehicle eligibility must be confirmed:

- Inquire in VRC<sup>2</sup> - Vehicle Warranty where the message “SERV CAMP S79552 False Low Pressure Tire Warning” 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**

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 January.

## **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 S79552 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 customer’s file. Under no circumstances should a customer be denied the required service without a confirmation from VCNA/VCCL.



## G. CAMPAIGN REIMBURSEMENT PROCEDURES

Service Campaign S79552 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:** S79552  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 36120  
**Failed Part:** 31270560

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36120	CEM Software Upgrade (TPMS)	1	0.3

**Title** Service Campaign S79552: False "Low Tire Pressure" warning  
**Ref No** US29831.1.1 en-US and Canada  
**Issuer** Technical Service  
**Partner** 3 US 7510 Volvo Cars North America  
**Func Group** 7700  
**Func Desc** wheel, tyre, hub

**Status** Saved  
**Status Date** 2014-12-16  
**Issue Date** 2014-12-03  
**Reference** VIDA, VSTG

**Attachment**

**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
156							2014-2015		0500001-0626621	201320-201419

**CSC** Customer Symptom Codes

Code	Description
LI	Warning lights and chimes/Tire pressure monitoring indication/no indication

**VST Operation Number**

VST Operation No.	Description
36120	CEM Software Upgrade (TPMS)

**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**

TPMS = Tire Pressure Monitoring System

DIM = Driver Information Module

CEM = Central Electronic Module

**DESCRIPTION:**

Volvo has identified that the low tire pressure setting for the Tire Pressure Monitoring System (TPMS) is inadvertently set at too high of a level on certain vehicles. This may lead to a low tire pressure warning even though the tire pressure is sufficient.

Quality Bulletin S79552 contains full details

NOTE: The same setting may cause a situation whe the warning will not clear at the correct pressure as described in TJ 28501.

**PRODUCT MODIFICATION:**

New CEM software is in production from structure week 2014w20 that corrects the TPMS settings.

MATERIAL RETURN:

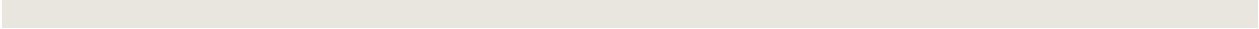
No parts are required to be returned

VEHICLE REPORT:

Only if the procedure under Service does not fix the concern or the vehicle is outside of the chassis range in the header. Submit a TIE Vehicle Report, Sub Concern Area Support Not Needed, and use Functon Group 7700

SERVICE:

The corrective action is to perform a Central Electronic Module (CEM) software upgrade.





# Parts Bulletin

TITLE:

**Service Campaign S79552: False Low Pressure Tire Warning  
Model Year 2014-2015 XC60**

<b>GROUP:</b> 77	<b>CAT/NO:</b> S79552	<b>REFERENCE BULLETINS:</b> TJ29831, QB S79552	<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> 2014	<b>MONTH</b> 12	<b>DAY</b> 18
				<b>Page 1 of 1</b>		

“Right first time in Time”

**Reference Bulletin: TJ29831, QB S79552**

## SERVICE CAMPAIGN S79552 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 – 2015 XC60 vehicles.

Volvo has identified that the low tire pressure setting for the Tire Pressure Monitoring System (TPMS) is inadvertently set at too high of a level. This may lead to a low tire pressure warning even though the tire pressure is sufficient.

The corrective action is to perform a Central Electronic Module (CEM) software upgrade.

Service Campaign S79552 affects 5,056 vehicles in the U.S.

**PLEASE NOTE: This Service Campaign will be in effect until June 30, 2017 regardless of mileage. Coverage is automatically transferred to subsequent owners.**

The following part number applies:

Part Number	Description	Qty
31270560	CEM Software Upgrade (TPMS)	1





**Volvo Cars of North America, LLC**

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

**IMPORTANT SERVICE CAMPAIGN**



YV4902DZ6E777777-S79552A666666S79 515132-01 5

Volvo Owner  
12334 Main St.  
Any City, US 12345-6789



February 19, 2015

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 S79552.

***The Reason for Service Campaign S79552:***

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 and 2015 XC60 vehicles.

Volvo has identified that the low tire pressure setting for the Tire Pressure Monitoring System (TPMS) is inadvertently set at too high of a level. This may lead to a low tire pressure warning even though the tire pressure is sufficient.

The corrective action is to perform a Central Electronic Module (CEM) 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 June 30, 2017 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](http://www.VolvoCars.US/ContactCustomerCare)

Sincerely,

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

Mike Assainte  
Manager, Customer Support