



Jason Guidi

Manager - Warranty, Regulatory & Compliance

November 23, 2015

To: All U.S. and Canadian Volvo Retailers
Subject: XC90 Courtesy Upgrade C10006

Volvo Cars of North America, LLC. (Volvo) on behalf of Volvo Car Corporation, has decided to launch a Courtesy Upgrade on certain model year 2016 XC90 vehicles.

Courtesy Upgrade C10006 includes the following updates that will provide our customers with the best possible connected vehicle experience.

This upgrade prepares the vehicle for Apple CarPlay functionality.

- Vehicles Retailed (RDR'd) before November 23rd 2015 will have the functionality automatically activated when this upgrade is performed.
These Vehicles will have VDN 8G02 visible in the Variant Attributes tab in VIDA.
- Vehicles Retailed (RDR'd) on or after November 23rd 2015 can have the functionality activated as a purchased accessory after this upgrade is performed.
These Vehicles will have VDN 8G01 visible in the Variant Attributes tab in VIDA.

Sensus Connect improvements also included:

- HERE navigation maps and speech software
- More map details, improved speech input and performance
- Real Time Traffic Information provided by INRIX
- Default solution in addition to SXM Traffic
- Digital Owner's Manual update with new interface



Additional connectivity apps will become available via the in-car Remote Update Service:

- Pandora (not available in Canada)
- Yelp
- Find Parking (no pay function available at this time)
- Glympse (delayed availability)

(The Map Update must be downloaded according to SPJ 29181.)

PLEASE NOTE: It is VERY important to perform the courtesy upgrade according to the following upgrade sequence:

1. Download Map file to a USB memory.
2. Connect the power supply unit to the car.
3. Perform XC90 Courtesy Upgrade - Step 1.
4. Perform XC90 Courtesy Upgrade - Step 2.
5. Perform Map Update according to 'Map Update Instruction' in TJ 30991.
6. Remove the Complementary Upgrade pamphlet from the glove box.

If the upgrades are not performed, according to above sequence, under certain circumstances the IHU hardware may need to be replaced.

OWNER NOTIFICATION

First Edition customers will be contacted via email shortly after the courtesy update is released. The remaining XC90 customers approx. 2-3 weeks thereafter.

RETAILER RESPONSIBILITIES

Retailers must perform this courtesy upgrade on eligible vehicles regardless of miles / kilometers or vehicle age. All work performed under this courtesy upgrade is free of charge to the owner.

Your regional representative will follow up to ensure that Courtesy Upgrade C10006 is proceeding smoothly.

A complete description of the courtesy upgrade 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



Your cooperation in completing Courtesy Upgrade C10006 is greatly appreciated.

All vehicles should be checked for any other incomplete recalls, service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

If you have any questions about this or any other field service action, please contact me or any member of the Warranty, Regulations and Compliance office.

Drive Safely,

A handwritten signature in blue ink, appearing to read "Jason Guidi".

Jason Guidi
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Quality Bulletin

TITLE:

**XC90 Courtesy Upgrade C10006
Model Year 2016 XC90**

GROUP:
39

CAT/NO:
C10006

ISSUING DEPARTMENT:
Warranty

CAR MARKET:
United States and Canada

REFERENCE BULLETINS:
TJ 30991

ISSUE DATE:
2015-11-23

STATUS DATE:
2015-11-23

Service Personnel:
Read and initial

**SERVICE
MANAGER**

**SERVICE
WRITER**

**WARRANTY
ADMINISTRATOR**

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“Right first time in Time”

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- G. CAMPAIGN REIMBURSEMENT PROCEDURES**
- H. TECHNICIAN COMPETENCY REQUIREMENT**
- I. RETAILER ALLOWANCE**

A. COURTESY UPGRADE C10006 DESCRIPTION

Volvo Cars of North America, LLC. (Volvo) on behalf of Volvo Car Corporation, has decided to launch a Courtesy Upgrade on certain model year 2016 XC90 vehicles.

Courtesy Upgrade C10006 includes the following updates that will provide our customers with the best possible connected vehicle experience.

This upgrade prepares the vehicle for Apple CarPlay functionality.

- Vehicles Retailed (RDR'd) before November 23rd 2015 will have the functionality automatically activated when this courtesy upgrade is performed.
These Vehicles will have VDN 8G02 visible in the Variant Attributes tab in VIDA.
- Vehicles Retailed (RDR'd) on or after November 23rd 2015 can have the functionality activated as a purchased accessory after this courtesy upgrade is performed.
These Vehicles will have VDN 8G01 visible in the Variant Attributes tab in VIDA.

**Sensus Connect improvements also included:**

- HERE navigation maps and speech software
- More map details, improved speech input and performance
- Real Time Traffic Information provided by INRIX
- Default solution in addition to SXM Traffic
- Digital Owner's Manual update with new interface

Additional connectivity apps will become available via the in-car Remote Update Service:

- Pandora (not available in Canada)
- Yelp
- Find Parking (no pay function available at this time)
- Glympse (delayed availability)

(The Map Update must be downloaded according to SPJ 29181.)

PLEASE NOTE: It is VERY important to perform the courtesy upgrade according to the following upgrade sequence:

1. Download the Map file to a USB memory
2. Connect the power supply unit to the car.
3. Perform XC90 Courtesy Upgrade - Step 1.
4. Perform XC90 Courtesy Upgrade - Step 2.
5. Perform Map Update according to 'Map Update Instruction' in TJ 30991.
6. Remove the Complementary Upgrade pamphlet from the glove box.

If the upgrades are not performed, according to above sequence, under certain circumstances the IHU hardware may need to be replaced.

PLEASE NOTE: This Courtesy Upgrade will be in effect until **December 31, 2017** regardless of mileage.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THIS COURTESY UPGRADE.

Vehicle eligibility must be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message "COURTESY UPGRADE C10006" will appear for eligible vehicles.

All vehicles should be checked for any other incomplete recalls, service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

C. PARTS INFORMATION / PARTS RETURN

<u>Part</u>	<u>Description</u>	<u>Qty</u>
31483274	XC90 Courtesy Upgrade – Step 1	1
31483275	XC90 Courtesy Upgrade – Step 2	1



Quality Bulletin C10006

PARTS RETURN

No parts are required to be returned for this courtesy upgrade.

D. OWNER NOTIFICATION

First Edition customers will be contacted via email shortly after the courtesy update is released. The remaining XC90 customers approx. 2-3 weeks thereafter.

E. VEHICLES IN RETAILER INVENTORY

Please check Vehicle Inquiry, TIE or VIDA for vehicle eligibility.

F. RETAILER RESPONSIBILITY

Retailers are to perform this courtesy upgrade on eligible vehicles regardless of mileage/kilometers or vehicle age. The work covered under Courtesy Upgrade C10006 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 vehicle 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

Courtesy Upgrade C10006 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: C10006
Cause Code: 01
CSC Code: 2V
Main OP: 36150
Failed Part: 31483274

INSPECTION ONLY NEEDED

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36150	Courtesy Upgrade	1	1.4 Hrs



Technical Journal

TITLE:

XC90 Courtesy Upgrade (C-10006)

REF NO:
TJ 30991

ISSUING DEPARTMENT:
Technical Service

CAR MARKET:
United States and Canada

PARTNER:
3 US 7510 Volvo Cars North America

ISSUE DATE:
2016-03-10

STATUS DATE:
2016-04-19

FUNC GROUP:
3600

FUNC DESC:
Other electrical equipment

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“Right first time in Time”

Attachment

File Name	File Size
TJ_30991_Courtesy_Upgrade_Instructions_v4.pdf	0.3233 MB
TJ_30991_Courtesy_Upgrade_Recovery_Process_v2.pdf	0.1082 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
256							2016-2016		-	201505-201545

CSC Customer Symptom Codes

Code	Description
1C	Administrative and Factory scheduled maintenance/Administrative and Factory scheduled maintenance

VST Operation Number

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

DESCRIPTION:

*** NOTE! THIS DOCUMENT SUPERSEDES THE PREVIOUS TECHNICAL JOURNAL 30991 DATED 2016-1-27.**



*Instructions for clearing files from the VIDA client and network drive(s) have been removed as this procedure should no longer be needed.

*Additional recovery instructions added.

Beginning November 23rd 2015, the XC90 Courtesy Upgrade (QBC-10006) must be performed on all vehicles prior to structure week 2015w46 **before** downloading any other software, including Pre Delivery Service Software, and including map data loaded via USB.

The downloads **must** be performed in the order described in the attached instruction.

Downloading the software in the wrong order may result in a non-functioning Infotainment Head Unit (IHU). If this occurs, the IHU will then need to be recovered by starting over from beginning of the attached instruction.

All cars eligible for this upgrade are eligible for Apple CarPlay which will be installed with the software package.

Additional Upgrade Content:

- Real Time Traffic information (RTTI)
- Additional Apps available via Remote Update Service
- New map structure to allow for more detailed maps
- New filter functionality for Free text search in destination entry for navigation
- Improves system stability and performance
- Improves performance for Speech input
- Improves navigation functionality
- Reduces GPS position offset
- Improves availability of Sirius XM stations
- Eliminates unwanted seat adjustment screen
- Improves reception for Keyless lock/unlock
- Improves Bluetooth performance and device compatibility
- Improves availability of WiFi-hotspot

For more information: <http://support.volvocars.com/>

For information on Apple CarPlay: <https://www.apple.com/ios/carplay/>

SERVICE:

Perform the upgrade by following the procedure outlined in the attachment TJ_30991_Courtesy Upgrade_Instructions_v4.pdf.

Tips for possible issues that may occur during the download process:

When reading out the vehicle the first time and the connection is lost:

- Press retry.
- Disconnect VOE adapter from the OBD connector and insert it again.
- Start the vehicle and turn it off, then connect again.

***To ensure a smooth download check that the battery State Of Charge (SoC) value is at LEAST 70%. This value can be read out with VIDA under Central Electronic Module (CEM) parameters.**



The following is normal behavior that may occur during Courtesy Upgrade

Step 1:

- The audio system may play for several seconds.
- The center display may be back or flash.
- The center display may not respond to touch input.
- The connection indicator in VIDA may turn red. The IP-address remains visible indicating that the vehicle is still connected.
- The connection indication in VIDA may change from Active to Inactive.

Before downloading Courtesy Upgrade Step 2, VIDA may indicate a Mismatch error. Press OK to continue and retrieve a new software package.

If the connection to the vehicle is lost during Courtesy Upgrade Step 2, press retry and enter SOFTWARE/ADVANCED, then perform “Enable programming” and then “Reset” before continuing.

The following is normal behaviour that occurs after Courtesy Upgrade

Step 2:

- The audio system will start and play the wrong radio channel. After an ignition cycle, the radio channels will return to their previous setting.
- The sun roof calibration may be lost. Recalibrate with VIDA.
- No speech recognition in the vehicle (before loading with USB)
- Message in the center display indicating that a new map needs to be installed (before loading with USB)
- Apple CarPlay is not visible until the vehicle has been off for 3 minutes and restarted.

An ignition cycle is required.

*If CarPlay is NOT visible after the next ignition cycle, submit a Vehicle Report to the Technical Helpdesk.

***NOTE: If after the maps and voice files are loaded via USB, the voice controls are inoperative, repeating the Courtesy 1 & 2 downloads with VIDA should recover them.**

* Should problems occur during the upgrade process, the attachment [TJ_30991_Courtesy_Upgrade_Recovery_Process_v2.pdf](#) contains instructions on how to recover the IHU from some known situations.

VEHICLE REPORT:

If assistance is required, please issue a Vehicle Report using sub concern area “Support Needed” using function group 3600.

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

XC90 Courtesy Upgrade C10006: Technician Instructions

A. Preparations:

1. Confirm that VIDA is correctly communicating with the vehicle according to SPJ 30231.

2. It is strongly recommended that the customer's phone is running the latest iOS.



3. If possible, use the customer's iPhone USB cable to verify the function when this procedure is complete.



4. Download the Map file to a USB memory from:

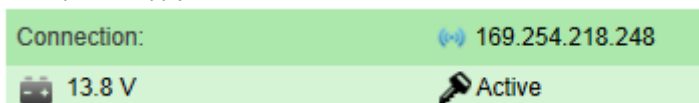
http://sensusupdate.volvocars.com/spa/map/Sensus_Update_SPA_North_America.exe



The map must be downloaded to an empty USB memory stick (64GB) in one of the following formats: FAT32, NTFS or exFAT.

B. VIDA Downloading:

Connect a power supply & VIDA to vehicle.



NOTE: It is critical that the following steps are performed in the exact order listed.

1. Download Software Product 31483274 (Courtesy Upgrade Step 1).

- This download must be Confirmed in VIDA before downloading Step 2.
- If VIDA gives a Non-Matching Data message, click Yes to Retry.
- If the download does not Confirm, repeat this Step 1.
- It is normal for the center display to be black after a successful Step 1, but before Step 2.

Selected Software

☐	Part Number	Description	Comments	Size (kB)	Download Ti...
☒	31483274	Courtesy upgrade step 1		--	--

2. Download Software Product 31483275 (Courtesy Upgrade Step 2).

- If VIDA gives a Non-Matching Data message, click Yes to Retry.
- If the connection to the vehicle is lost, press retry and enter SOFTWARE/ADVANCED, then perform "Enable programming" and then "Reset" before continuing.
- If Step 2 cannot be successfully performed, refer to attached Courtesy Upgrade Recovery Process.

Selected Software

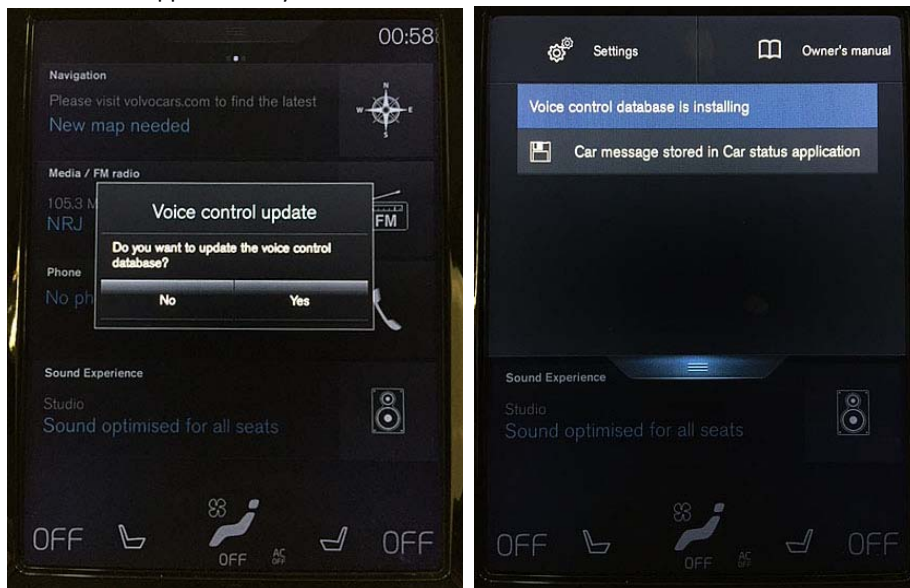
☐	Part Number	Description	Comments	Size (kB)	Download Ti...
☒	31483275	Courtesy upgrade step 2		--	--

C. USB Downloading:

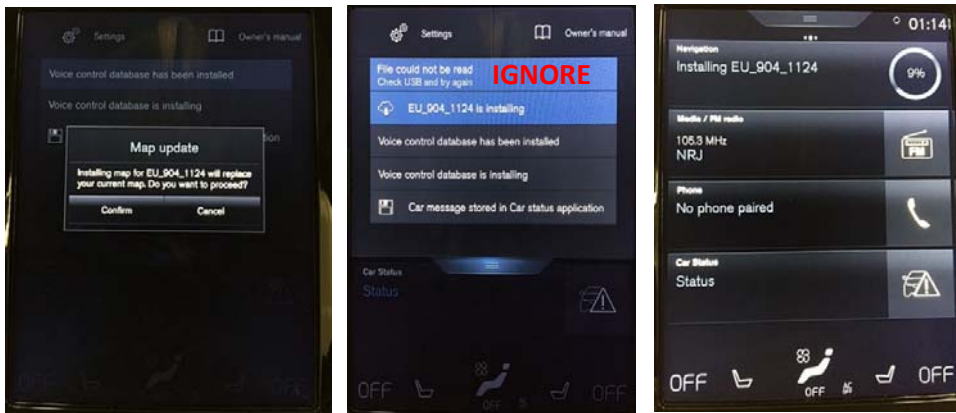
1. Switch on the infotainment system (Usage mode Convenience or higher).
Insert the USB memory stick in the USB port.



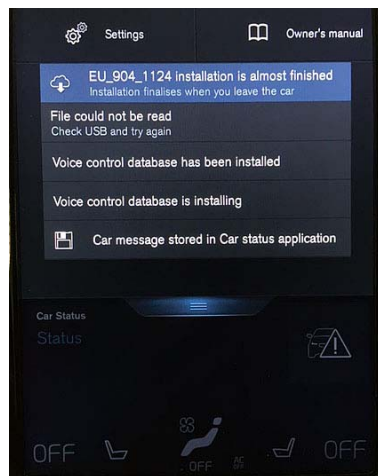
2. Press “Yes” for Voice control update. No progress bar is visible but it is possible to check that the download has started by dragging down the Settings menu from the top of the screen.
Download time is approximately 11 minutes.



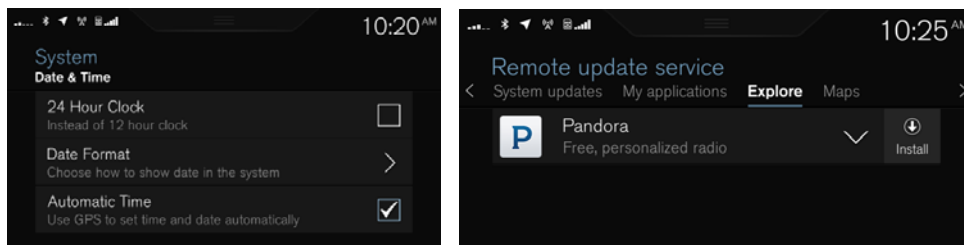
3. Maps file will start when voice control file is finished, press “Confirm”.
Ignore the following message: “File could not be read. Check USB and try again”.
Map data file is now being installed. This will take approximately 40 minutes.



4. When the installation is complete this message is shown in top menu.
Remove the USB-stick, turn off the ignition and leave the car for 3 minutes.



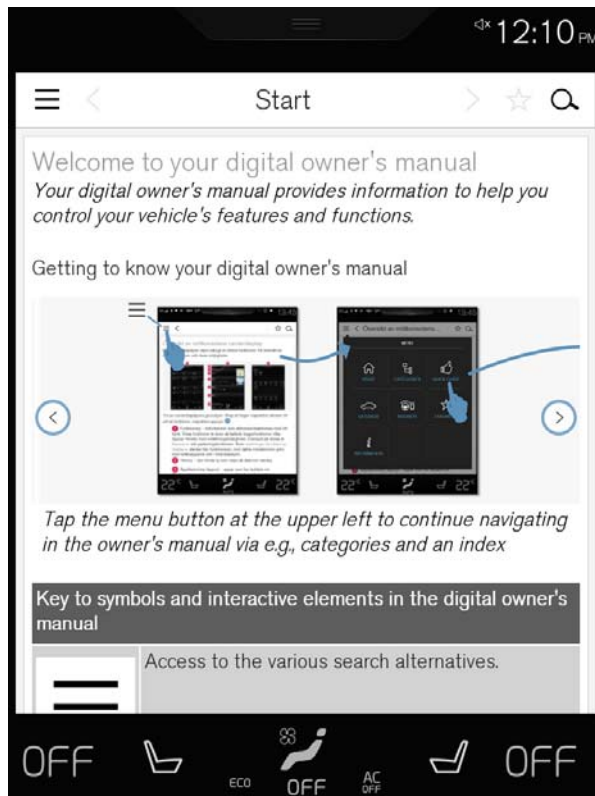
5. Start the vehicle and drive it outside so that it has a clear view of the sky.
Confirm that automatic time update is selected under Car Settings.
Within a few minutes, a GPS signal will be received and the clock time will be updated.
Download and/or Update Apps using the Remote Update Service.



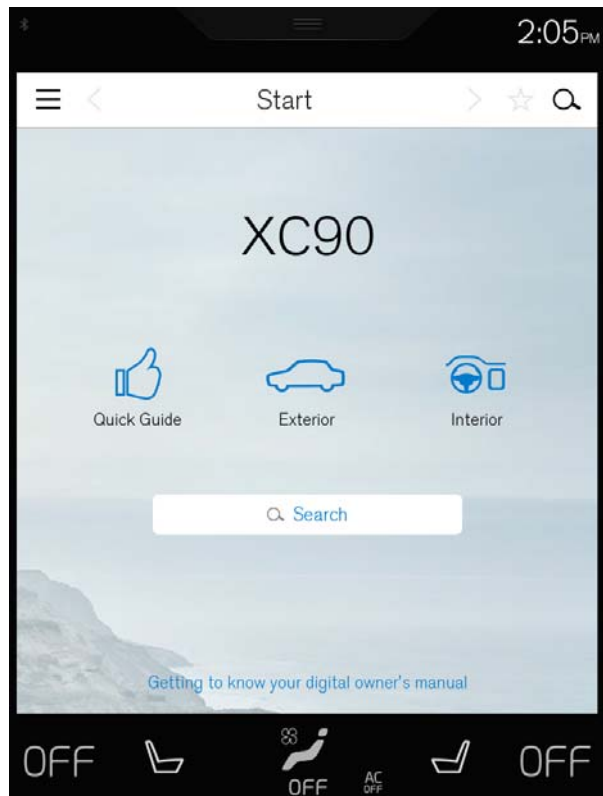
Remove the Complementary Upgrade pamphlet from the glove box.
The installation is now complete.

One easy way to check if this update has been performed is by accessing the Digital Owner's manual.

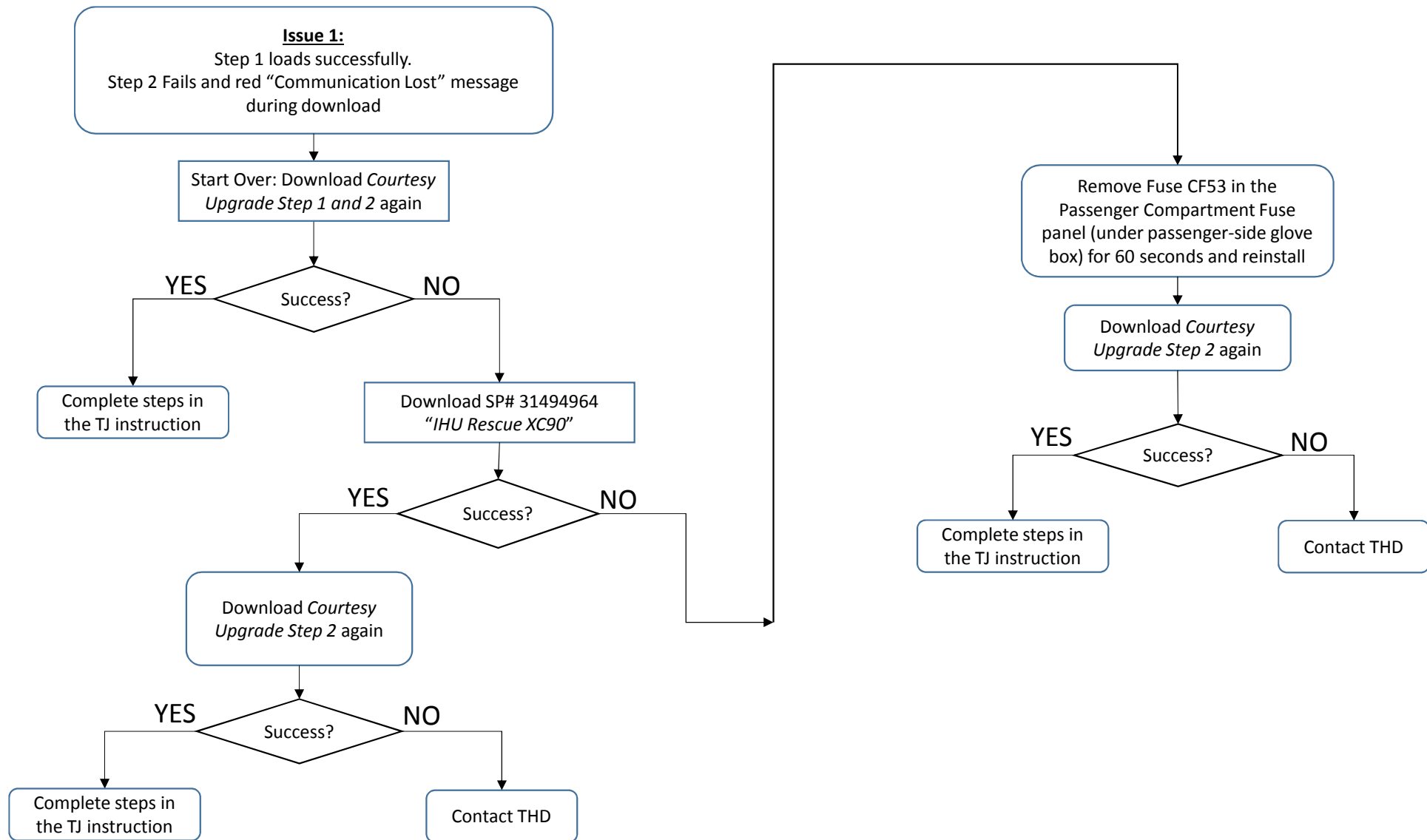
Digital Owner's Manual before & after Courtesy Upgrade

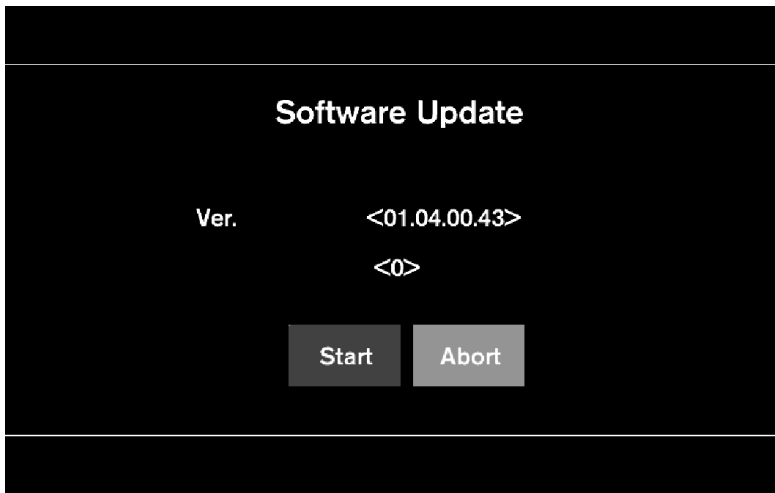
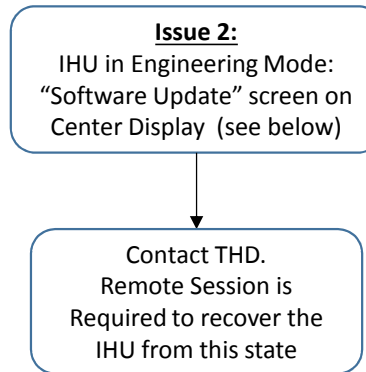


Before



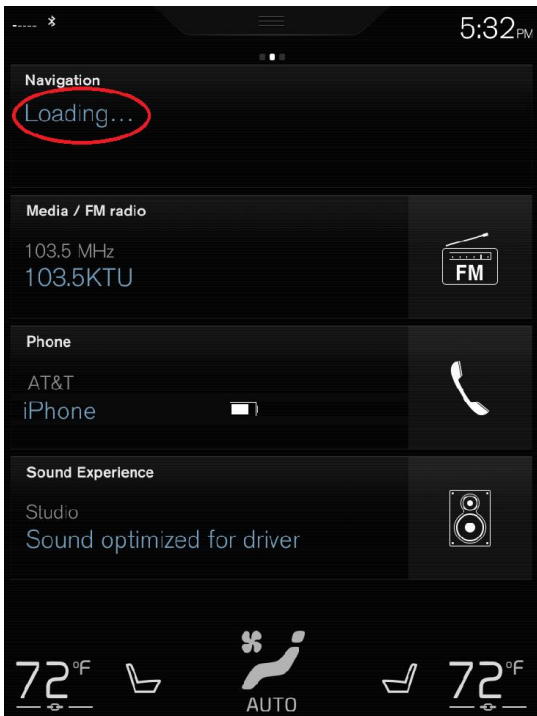
After





IHU stuck in engineering mode

Note: To speed this process up, please have someone with administrative access log into the VIDA station being used. The THD agent will need to install a special Volvo application to your machine in order to recover the IHU.



Nav stuck in map loading state

