



Service Manager Bulletin

TITLE:

Avoiding software download failures on MY 2016-XC90

GROUP:
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NO:
352

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Warranty

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United States and Canada

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SERVICE
MANAGER

SERVICE
WRITER

WARRANTY
ADMINISTRATOR

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“Right first time in Time”

Problems will be encountered with R89702 if the following steps are not followed prior to the Total Upgrade:

- 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.
- Perform Courtesy Upgrade (C10006) if the vehicle is eligible for it and has not already been completed. This will be shown in VIDA under ‘Active Claims yet to be performed.’ Note that Courtesy Upgrade Step 2 software will not be necessary, as it has the same content as the Total Upgrade.