



# Service Product Journal

TITLE:

**Chassis / Model / Year Search does not work for XC60 (MY17)**

<b>REF NO:</b> 31691	<b>ISSUING DEPARTMENT:</b> Warranty			<b>REFERENCE BULLETINS:</b>	
<b>CATEGORY:</b> Information Products	<b>SUBCATEGORY:</b> Wiring Diagrams			<b>CAR MARKET:</b> United States and Canada	
<b>Service Personnel:</b> Read and initial	<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>ISSUE DATE:</b> 2016-06-15	<b>STATUS DATE:</b> 2016-06-15
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**“Right first time in Time”**

**BACKGROUND:**

Currently we have an issue on XC60 (MY17) which is caused by chassis number re-use.

Some XC60s (MY17) can have a duplicate chassis number as an XC60 (MY09). This will cause confusion when using the **Chassis / Model / Year** search in VIDA.

**TEMPORARY SOLUTION:**

Only use the complete VIN to profile the vehicle instead of using the Chassis / Model / Year search function.

**FINAL SOLUTION:**

TBD