VOLVO CAR
SERVICE AND PARTS BUSINESS

Quality Bulletin

TITLE:

XC90 Courtesy Upgrade C10006
Model Year 2016 XC90

GROUP:	CAT/NO:	ISSUING DEPARTMENT:	CAR MARKET:
39	C10006	Warranty	United States and Canada

REFERENCE BULLETINS:	ISSUE DATE:	STATUS DATE:
TJ 30991	2016-06-23	2016-07-18

Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

"Right first time in Time"

UPDATE NOTES: Removed step 4 in section "A" and removed part number "3483275" from section "C."

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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.

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- 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 Map Update according to 'Map Update Instruction' in TJ 30991.
5. 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

Part	Description	Qty
31483274	XC90 Courtesy Upgrade – Step 1	1

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

Operation Number	Repair Description	Qty	Labor Time
36150	Courtesy Upgrade	1	1.4 Hrs