



Quality Bulletin

TITLE:

**Service Campaign S39788: BECM Software Upgrade
Model Year 2016 XC90 Hybrid T8**

GROUP:
31

CAT/NO:
S39788

ISSUING DEPARTMENT:
Warranty

CAR MARKET:
United States and Canada

REFERENCE BULLETINS:
PB 31-S39788, TJ 31391

ISSUE DATE:
2016-03-08

STATUS DATE:
2016-03-08

Service Personnel:
Read and initial

SERVICE
MANAGER

SERVICE
WRITER

WARRANTY
ADMINISTRATOR

Page 1 of 3

“Right first time in Time”

- A. SERVICE CAMPAIGN S39788 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 S39788 DESCRIPTION

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S39788 on a limited number of model year 2016 XC90 Hybrid T8 vehicles.

Volvo has identified that drivers of affected vehicles may experience a false warning (Hybrid Systems Service Required) in the Driver Information Module (DIM). This is due to a software error in the Battery Energy Control Module (BECM).

The corrective action is to perform a software upgrade to the BECM.

Service Campaign S39788 affects 133 vehicles in the U.S. and 1 in Canada.



RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS ACTION.

Vehicles in retailer inventory must be upgraded prior to sale.

PLEASE NOTE: Service Campaign S39788 will be in effect until **June 30, 2018** regardless of mileage.

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 VRC² - Vehicle Warranty where the message "Service Campaign S39788 BECM Software Upgrade" will appear for eligible vehicles.

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

C. PARTS INFORMATION / PARTS RETURN

Please refer to Parts Bulletin 31-S39788 for part number information.

PARTS RETURN

No parts are required to be returned for this service campaign.

D. OWNER NOTIFICATION

Volvo will contact vehicle owners directly for this service campaign.

E. VEHICLES IN RETAILER INVENTORY

Vehicles in retailer inventory must be completed prior to sale.

F. RETAILER RESPONSIBILITY

Retailers must check eligibility prior to completing this campaign. All eligible vehicles must have this service campaign completed prior to customer delivery.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Service Campaign S39788 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this repair is Level 2 Certified Tech.



Quality Bulletin S39788

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

Labor reimbursement is effective at time of release and may change in the future.

Claim Type: S39788
Cause Code: 02
CSC Code: XW
Main OP: 36004
Failed Part: 31419523

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36004	BECM Software Upgrade	1	0.3