



Quality Bulletin

TITLE:

**Service Campaign S39803: Inverter Generator Module (IGM)
Model Year 2016-2017 XC90 T8**

GROUP: 32	CAT/NO: S39803	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada	
REFERENCE BULLETINS: PB 32-S39803, TJ 31949				ISSUE DATE: 2016-09-26	STATUS DATE: 2016-10-17
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

“Right first time in Time”

BULLETIN CHANGES: Section “I” - Labor operation 97055 replaced by 36004

- A. SERVICE CAMPAIGN S39803 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 S39803 DESCRIPTION

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S39803 on certain model year 2016 - 2017 XC90 T8 vehicles.

Volvo has identified that if the Inverter Generator Module (IGM) is exposed to high temperatures and vibration, a Diagnostic Trouble Code (DTC) may be set indicating an internal isolation fault that will render the IGM inoperable.

If this condition occurs while driving, the gasoline engine will start if it is not already running, and the driver will receive a warning message in the Driver Information Module (DIM).

The corrective action is to check the vehicle’s IGM serial number against the attached “IGM Housing Serial Numbers” list, which is available in the Technical Information Exchange (TIE). If the label number for the vehicles IGM is listed in the “IGM Housing Serial Number” list, replace the IGM.



If the label number from the vehicles IGM is not on the list, no further action is necessary.

Service Campaign S39803 affects 1,054 vehicles in the U.S. and 112 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 S39803 will be in effect until December 31, 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 S39803 IGM Inspect / Replace if Necessary” 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 32-S39803 for part number information.

PARTS RETURN

Inverter Generator Modules are required to be returned to TMA for this service campaign.

D. OWNER NOTIFICATION

No customer mailing is scheduled at this time.

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 S39803 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this repair is Hybrid Specialist.



I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

Claim Type: S39803
Cause Code: 02
CSC Code: XW
Main OP: 99400
Failed Part: 36011467

INSPECTION ONLY

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99400	General Reimbursement	1	0.1

INSPECT AND REPLACE

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
26010	Coolant Drain and Refill	1	0.5
31130	Battery Drive Disconnect & Connect	1	0.5
31133	Isolation Testing High Voltage System	1	0.2
32304	IGM Replace	1	1.0
36002	IGM Software Download	1	0.4
36004	Software Upgrade	1	0.9
99400	General Reimbursement	1	0.1