



Jason Guidi

Director - Regulatory & Compliance

April 27, 2017

To: All U.S. and Canadian Volvo Retailers
Subject: Service Action S39835

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S39835 on certain model year 2017 XC90, S90, V90CC and V90 vehicles.

The Vehicle Connectivity Module (VCM) contains telematics functions that may increase the current draw when the vehicle is not in use.

The corrective action is to perform a Total Upgrade which contains new VCM software.

Service Action S39835 affects 5,506 vehicles in the U.S. and 725 in Canada.

Vehicles in retailer inventory must be completed prior to sale.

OWNER NOTIFICATION

No customer mailing is scheduled at this time.

RETAILER RESPONSIBILITIES

Retailers must perform this service action on eligible vehicles regardless of miles / kilometers or vehicle age. All work performed under this service action is free of charge to the owner.

Your regional representative will follow up to ensure that Service Action S39835 is proceeding smoothly.



A complete description of the service action requirements and claim submission procedures will follow.

It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Quality Bulletin
- Technical Journal
- Parts Bulletin

Your cooperation in completing Service Action S39835 is greatly appreciated.

All vehicles should be checked for any other incomplete actions.

If you have any questions about this or any other field service action, please contact me or any member of the Regulations and Compliance office.

Drive Safely,

A handwritten signature in black ink that reads "Jason Guidi".

Jason Guidi
Director - Regulatory & Compliance
201-768-7300
jason.guidi@volvocars.com



Quality Bulletin

TITLE:

**Service Action S39835: Vehicle Connectivity Module Upgrade –
Model Year 2017 XC90, S90, V90CC, V90**

GROUP: 39	CAT/NO: S39835	ISSUING DEPARTMENT: Regulatory and Compliance	CAR MARKET: United States and Canada	
REFERENCE BULLETINS: TJ 32288, PB 39-S39835			ISSUE DATE: 2017-04-27	STATUS DATE: 2017-04-27
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

“Right first time in Time”

- A. SERVICE ACTION S39835 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. REIMBURSEMENT PROCEDURES
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. RETAILER ALLOWANCE

A. SERVICE ACTION S39835 DESCRIPTION

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S39835 on certain model year 2017 XC90, S90, V90CC and V90 vehicles.

The Vehicle Connectivity Module (VCM) contains telematics functions that may increase the current draw when the vehicle is not in use.

The corrective action is to perform a Total Upgrade which contains new VCM software.

Service Action S39835 affects 5,506 vehicles in the U.S. and 725 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 Action S39835 will be in effect until **June 30, 2019** regardless of mileage.

B. VEHICLES INVOLVED

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

Vehicle eligibility must be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message “Service Action S39835 VCM 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 39-S39835 for parts information.

PARTS RETURN

No parts are required to be returned to TMA for this service action.

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 service action. All eligible vehicles must have this service action completed prior to customer delivery.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Service Action S39835 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 S39835

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

Claim Type: S39835
Cause Code: 02
CSC Code: XW
Main OP: 97084
Failed Part: 31483292, 31654144

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97084	VCM Upgrade	1	0.7



Technical Journal

TITLE:

Service Action S39835: Vehicle Connectivity Module Upgrade

REF NO: TJ 32288.1.4	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-04-25	STATUS DATE: 2017-04-27
FUNC GROUP: 3000	FUNC DESC: electric power supply; lighting; instrum	Page 1 of 2	

“Right first time in Time”

Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2017-2017		0010994-0016788	201617-201706
235							2017-2017		0008250-0017108	201624-201706
236							2017-2017		0000188-0004089	201646-201706
256							2017-2017		0148037-0170919	201617-201706

CSC Customer Symptom Codes

Code	Description
XW	Service/repair/Service action/Recall

VST Operation Number

VST Operation Number	Description
97084	VCM Upgrade

DTC Diagnostic Trouble Codes

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

Text



DESCRIPTION:

VCM = Vehicle Connectivity Module

SP = Software Product

***This TJ supersedes the previous TJ 32288 dated 02/13/2017**

*** This TJ is re-written in its entirety due to the launch of the above referenced Service Action**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S39835 on certain model year 2017 XC90, S90, V90CC and V90 vehicles.

The Vehicle Connectivity Module (VCM) contains telematics functions that may increase the current draw when the vehicle is not in use.

SERVICE:

The corrective action is to perform a Total Upgrade (which contains new VCM software) as follows:

S90, V90, V90CC - SP 31654144

XC90 - 31483292

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3000.



Parts Bulletin

TITLE:

**S39835: Vehicle Connectivity Module Upgrade
Model Year 2017 XC90, S90, V90CC, V90**

GROUP: 39	CAT/NO: S39835	REFERENCE BULLETINS: TJ 32288, QB 39-S39835	CAR MARKET: United States and Canada	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: 2017-04-27	STATUS DATE: 2017-04-27
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				Page 1 of 1

“Right first time in Time”

Reference Bulletins: TJ 32288, QB 39-S39835

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S39835 on certain model year 2017 XC90, S90, V90CC and V90 vehicles.

The Vehicle Connectivity Module (VCM) contains telematics functions that may increase the current draw when the vehicle is not in use.

The corrective action is to perform a Total Upgrade which contains new VCM software.

Service Action S39835 affects 5,506 vehicles in the U.S. and 725 in Canada.

The following part numbers apply:

Part Number	Description	Qty
31483292	Total Upgrade (XC90)	1
31654144	Total Upgrade (S90, V90, V90CC)	1