



---

Jason Guidi

---

Director - Regulatory & Compliance

---

May 01, 2017

To: All U.S. and Canadian Volvo Retailers  
Subject: Service Campaign S39839

**THIS ACTION REPLACES SERVICE CAMPAIGN S39803**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S39839 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 replace the IGM.

**PLEASE NOTE: Checking the IGM serial number per Service Campaign S39803 is no longer required. Service Campaign S39803 is now closed. All vehicles eligible for this service campaign require the replacement of the IGM.**

Service Campaign S39839 affects 530 vehicles in the U.S. and 89 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 campaign on eligible vehicles regardless of miles / kilometers or vehicle age. All work performed under this service campaign is free of charge to the owner.

Your regional representative will follow up to ensure that Service Campaign S39839 is proceeding smoothly.

A complete description of the service campaign 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 Campaign S39839 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 Regulatory 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

VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: <b>Service Campaign S39839: Inverter Generator Module (IGM) Replacement Model Year 2016-2017 XC90 T8</b>				
GROUP: 32	CAT/NO: S39839	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada
REFERENCE BULLETINS: PB 32-S39839, TJ 31949			ISSUE DATE: 2017-05-01	STATUS DATE: 2017-05-01
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
Page 1 of 3				

“Right first time in Time”

**BULLETIN REFERENCE: PB 32-S39839, TJ 31949**

- A. SERVICE CAMPAIGN S39839 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**

**THIS ACTION REPLACES SERVICE CAMPAIGN S39803**

**A. SERVICE CAMPAIGN S39839 DESCRIPTION**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S39839 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 replace the IGM.

**PLEASE NOTE:** Checking the IGM serial number per Service Campaign S39803 is no longer required. Service Campaign S39803 is now closed.

**All vehicles eligible for this service campaign require the replacement of the IGM.**

Service Campaign S39839 affects 530 vehicles in the U.S. and 89 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.**

Service Campaign S39839 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 CAMPAIGN.**

Vehicle eligibility must be confirmed:

- Inquire in VRC<sup>2</sup> - Vehicle Warranty where the message “Service Campaign S39839 IGM REPLACEMENT” 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-S39839 for part number information.

### **PARTS RETURN**

No parts are required to be returned 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 service campaign. All eligible vehicles must have this service campaign completed prior to customer delivery.

## **G. CAMPAIGN REIMBURSEMENT PROCEDURES**

Service Campaign S39839 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:** S39839  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 32304  
**Failed Part:** 36011467

<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	Total Upgrade	1	0.7



# Technical Journal

TITLE:

**Service Campaign S39839: Inverter Generator Module (IGM)**

<b>REF NO:</b> TJ 31949.1.3	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2017-04-28	<b>STATUS DATE:</b> 2017-05-01
<b>FUNC GROUP:</b> 3200	<b>FUNC DESC:</b> Alternator and charge regulator	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
256	BC	B1BPHEV					2016-2017		0000468-0091519	0-0

## CSC Customer Symptom Codes

Code	Description
XW	Service/repair/Service action/Recall

## VST Operation Number

## 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:

\*Updated to reflect the latest QB version. It is no longer necessary to check the IGM serial number.

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S39839 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).

**SERVICE:**

\*The corrective action is to replace the IGM.

**VEHICLE REPORT:**

N/A



# Parts Bulletin

TITLE:

**S39839:Inverter Generator Module (IGM) Replacement  
Model Year 2017 2016-2017 XC90 T8**

<b>GROUP:</b> 32	<b>CAT/NO:</b> S39839	<b>REFERENCE BULLETINS:</b> TJ 31949, QB 32-S39839	<b>CAR MARKET:</b> United States and Canada	
<b>COPY TO / CIRCULATIONS (PLEASE INITIAL):</b>			<b>ISSUE DATE:</b> 2017-05-01	<b>STATUS DATE:</b> 2017-05-01
<b>GENERAL MANAGER</b>	<b>PARTS MANAGER</b>	<b>SERVICE MANAGER</b>	<b>SALES MANAGER</b>	
				<b>Page 1 of 2</b>

**“Right first time in Time”**

**Reference Bulletins: TJ 31949, QB 32-S39839**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S39839 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 replace the IGM.

**PLEASE NOTE: Checking the IGM serial number per Service Campaign S39803 is no longer required. Service Campaign S39803 is now closed.**

**All vehicles eligible for this service campaign require the replacement of the IGM.**

Service Campaign S39839 affects 530 vehicles in the U.S. and 89 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.**

Service Campaign S39839 will be in effect until June 30, 2019 regardless of mileage.

# Parts Bulletin 32-S39839



The following part numbers apply:

<b>Part Number</b>	<b>Description</b>	<b>Qty</b>
31453600	IGM Reload	1
31483292	Total Upgrade XC90	1
36011467	IGM, Exch	1