



Jason Guidi

Director - Regulatory & Compliance

May 04, 2017

To: All U.S. and Canadian Volvo Retailers
Subject: Service Action S39820

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S39820 on certain model year 2016 – 2017 XC90 T8 Hybrid vehicles.

Volvo has identified that the remote start functionality may be missing.

The corrective action is to download Engine Remote Start Application 31678916.

PLEASE NOTE: Perform Service Action 39816 VDDM PBL Upgrade prior to downloading 31678916 - Engine Remote Start Application.

Service Action S39820 affects 3,912 vehicles in the U.S. and 754 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 S39820 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 S39820 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,

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



Quality Bulletin

TITLE:

**Service Action S39820: Engine Remote Start
Model Year 2016 – 2017 XC90 T8 Hybrid**

| | | | | | |
|--|--------------------------|--|---------------------------|--|-----------------------------------|
| GROUP: 29 | CAT/NO: S39820 | ISSUING DEPARTMENT: Warranty | | CAR MARKET: United States and Canada | |
| REFERENCE BULLETINS: PB29-S39820, TJ 32440 | | | | ISSUE DATE: 2017-05-04 | STATUS DATE: 2017-05-04 |
| Service Personnel: Read and initial | | SERVICE MANAGER | SERVICE WRITER | WARRANTY ADMINISTRATOR | Page 1 of 3 |
| | | | | | |

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BULLETIN REFERENCE: PB29-S39820, TJ 32440

- A. SERVICE ACTION S39820 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 S39820 DESCRIPTION

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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 S39820 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 S39820 Engine Remote Start” 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 29-S39820 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 S39820 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 S39820

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

Claim Type: S39820
Cause Code: 02
CSC Code: XW
Main OP: 98646
Failed Part: 31678916

| <u>Operation Number</u> | <u>Repair Description</u> | <u>Qty</u> | <u>Labor Time</u> |
|-------------------------|--|------------|-------------------|
| 98646 | Download Engine Remote Start Application | 1 | 0.1 |



Technical Journal

TITLE:
Service Action S39820: Engine Remote Start

| | | | |
|--|---|--|-----------------------------------|
| REF NO: TJ 32440.1.1 | ISSUING DEPARTMENT: Technical Service | CAR MARKET: United States and Canada | |
| PARTNER: 3 US 7510 Volvo Car USA | | ISSUE DATE: 2017-05-04 | STATUS DATE: 2017-05-04 |
| FUNC GROUP: 2900 | FUNC DESC: Engine, miscellaneous | Page 1 of 3 | |

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Attachment

| File Name | File Size |
|------------|-----------|
| T8_ERS.pdf | 0.1366 MB |

Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 256 | BC | B1BPHEV | | | | | 2016-2017 | | - | 0-0 |

CSC Customer Symptom Codes

| Code | Description |
|------|---|
| XW | Service/repair/Service action/Recall |
| EF | Engine Remote Start (ERS)/Does not work |

VST Operation Number

| VST Operation Number | Description |
|----------------------|-----------------------------------|
| 98646 | Download Remote Start Application |

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:

SP = Software Product

VIDA = Vehicle Information and Diagnostics for Aftersales

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S39820 on certain model year 2016 – 2017 XC90 T8 Hybrid vehicles.

Volvo has identified that the remote start functionality may be missing.

XC90 T8 vehicles with a structure week earlier than 16w46 were built without Engine Remote Start.

Vehicles with a structure week of 16w46 or later include this function from the factory.

Use VIDA Vehicle Details Variant Attributes to confirm that Engine Remote Start is installed:

2X01 = Without

2X02 = With

SERVICE:

The corrective action is to download the *Engine Remote Start Application* with VIDA, SP 31678916.

The customer may need to wait several minutes and/or log out and back in to the app for the function to appear.

XC90 T8 vehicles with Engine Remote Start will have two functions in the Volvo On Call app:

- Parking Climate:

Use when charge cable is connected. The High Voltage Coolant Heater and/or Electrical Air Conditioning compressor are used to adjust the vehicle cabin temperature. The combustion engine will not start.

- Remote Start:

Use when charge cable is not connected. The High Voltage Coolant Heater and/or Electrical Air Conditioning compressor are used to adjust the vehicle cabin temperature. This means that the combustion engine may or may not start, depending on the high voltage battery's state of charge.

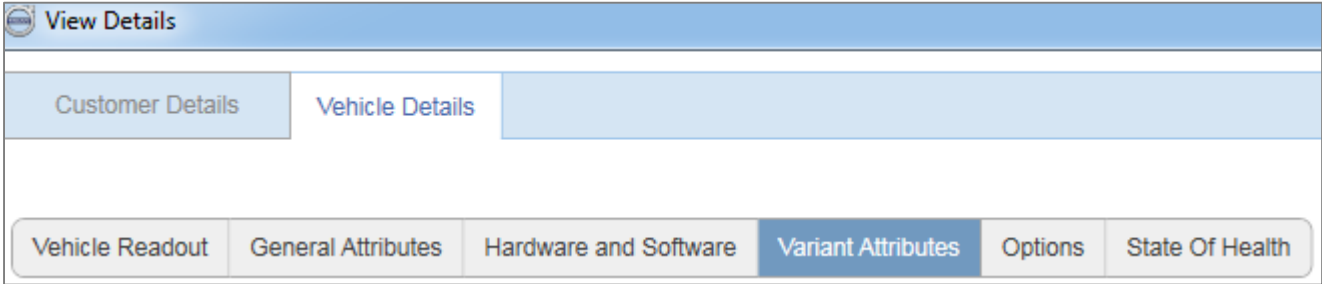
See T8_ERS.pdf

VEHICLE REPORT:

N/A

To view TJ attachment continue to next page. This TJ has one attachment.

Use VIDA Vehicle Details Variant Attributes to confirm that Engine Remote Start is installed:



Not Installed: 2X01 REMOTE ENGINE START PRECOND Without Remote Engine Start Precond from smartphone app

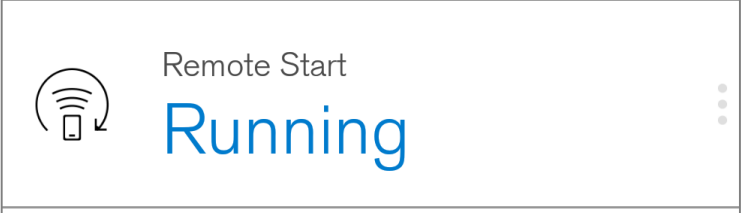
Installed: 2X02 REMOTE ENGINE START PRECOND Remote Engine Start Precond from smartphone app

Volvo On Call app:

Use when charge cable is connected:



Use when charge cable is not connected:





Parts Bulletin

TITLE:

**Service Action S39820: Engine Remote Start
Model Year 2016-2017 XC90 T8 Hybrid**

| | | | | |
|---|--------------------------|---|--|-----------------------------------|
| GROUP: 29 | CAT/NO: S39820 | REFERENCE BULLETINS: TJ32440, QB S39820 | CAR MARKET: United States and Canada | |
| COPY TO / CIRCULATIONS (PLEASE INITIAL): | | | ISSUE DATE: 2017-05-04 | STATUS DATE: 2017-05-04 |
| GENERAL MANAGER | PARTS MANAGER | SERVICE MANAGER | SALES MANAGER | |
| | | | | Page 1 of 1 |

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Reference Bulletins: TJ32440, QB S39820

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The following part number applies:

| Part Number | Description | Qty |
|-------------|---------------------------|-----|
| 31678916 | Engine Remote Start Appl. | 1 |