



Service Manager Bulletin

TITLE:
Software Installation Policy

GROUP: 00	NO: 006	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
REFERENCE BULLETINS: CPI 16-2017, TJ32688 and TJ31543			ISSUE DATE: 2017-05-09	STATUS DATE: 2017-05-09
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 2

“Right first time in Time”

The following Software Download Policy will become effective with repairs dated 5/22/17 and later. Claims dated after 5/22/17 that do not follow these guidelines may be rejected.

Model / Platform	In Stock Vehicles		Service Visit – After Retail Delivery – Without a Customer Concern		Service Visit – After Retail Delivery – With Customer Concern and Under Warranty
	PDS software Required.	Total Upgrade	Install Service	Total Upgrade	
P5 (SPA) XC90 / S90 V90 / V90XC	(Included in PDS payment).	Do Not Perform.	2.0 Not claimable.	Do Not Perform.	Install Total Upgrade. <i>(Reimbursable when addressing a verified customer concern, after retail delivered and software is a reasonable repair.)</i>
P3 / 60 series S60/V60/XC60 S80		Not claimable.		Not claimable.	
P2 / Legacy XC90	N/A		2.0 Not claimable.	Do Not Perform. Not claimable.	Install Total Upgrade. <i>(Reimbursable when addressing a verified customer concern, after retail delivered and software is a reasonable repair.)</i>



In stock vehicles

New vehicles must be delivered to the customer with the latest software installed in the vehicle as close to delivery as possible, this ensures the highest quality experience can be had by the customer.

- Only PDS software is allowed. It is required as part of the new car delivery process (PDS), therefore not claimable.
- Total upgrade **should not** be used when a vehicle is in stock, there is a cost associated with it and is not claimable/reimbursable.

Service Visit – After Retail Delivery – Without a Customer Concern

Install Service 2.0 software to ensure the customer can experience the most updated software. This is provided free of charge to the customer* and provides the dealer with the value added product to drive the customer back to the dealer rather than an independent. *(The software is provided by Volvo and the dealer provides the installation.) Therefore not claimable.

- Use only Service 2.0
- Total Upgrade **should not** be used when a vehicle is in for routine maintenance and there is no customer concern. There is a cost associated with the Total Upgrade and it is not claimable.

Service Visit – After Retail Delivery – With a Customer Concern – Under Warranty

Total Upgrade should be installed and may be claimed when addressing a customer concern.

Note: P5 Vehicles Only: A configuration test as outlined in TJ31543 is required if the Total Upgrade remains visible in VIDA after the upgrade is performed.

APPS: Refer to the flow chart is TJ31543.

P3 Vehicles Only: Any remaining software visible in VIDA after the PDS Upgrade does not need to be downloaded unless specified in a Quality Bulletin or PDS Plus Action. Refer to TJ32688.

The Volvo Warranty Department