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|---|--------------------------|--|---|--|
| VOLVO CAR<br>SERVICE AND PARTS BUSINESS   |                          |  |  |  |
| <h1>Quality Bulletin</h1>   |                          |  |   |  |
| TITLE:<br><b>Service Action S39820: Engine Remote Start<br/>Model Year 2016 – 2017 XC90 T8 Hybrid</b> |                          |  |   |  |
| GROUP:<br><b>29</b>   | CAT/NO:<br><b>S39820</b> | ISSUING DEPARTMENT:<br><b>Warranty</b> |   | CAR MARKET:<br><b>United States and Canada</b> |
| REFERENCE BULLETINS:<br><b>PB29-S39820, TJ 32440</b>  |                          |  | ISSUE DATE:<br><b>2017-10-10</b>  | STATUS DATE:<br><b>2017-10-10</b>              |
| Service Personnel:<br><b>Read and initial</b>   | SERVICE<br>MANAGER       | SERVICE<br>WRITER                      | WARRANTY<br>ADMINISTRATOR   |  |
|   |                          |  |   |  |
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**“Right first time in Time”**

**UPDATE NOTES:** Updated Main OP and Operation Number in Section I.

**BULLETIN REFERENCE:** PB29-S39820, TJ 32440

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**A. SERVICE ACTION S39820 DESCRIPTION**

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.



**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 VRC<sup>2</sup> - 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:** 97100  
**Failed Part:** 31678916

| <u>Operation Number</u> | <u>Repair Description</u>                | <u>Qty</u> | <u>Labor Time</u> |
|-------------------------|--|------------|-------------------|
| 97100                   | Download Engine Remote Start Application | 1          | 0.1               |