



Quality Bulletin

TITLE:

**Recall R39917: Vehicle Connectivity Module Software
Model Year 2017 – 2019 XC90, S90, V60CC, V90, XC40, V60, XC60, V90CC**

GROUP:

CAT/NO:
R39917

ISSUING DEPARTMENT:
Warranty

CAR MARKET:
United States and Canada

REFERENCE BULLETINS:
PB 38-R39917

ISSUE DATE:
2018-11-08

STATUS DATE:
2018-11-08

Service Personnel:
Read and initial

SERVICE
MANAGER

SERVICE
WRITER

WARRANTY
ADMINISTRATOR

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“Right first time in Time”

BULLETIN REFERENCE PB 38-R39917

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A. RECALL R39917 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group, has decided to launch Recall R39917 on certain model year 2017 – 2019 XC90, S90, V60CC, V90, XC40, V60, XC60, V90CC vehicles.

Volvo has identified that the Telematics and Driver Support Systems may not function as designed due to a software error in the Vehicle Connectivity Module (VCM). This could result in the vehicle not providing the GPS location, increasing the risk of no emergency response.

The corrective action is to complete a Total Upgrade on all affected vehicles.

A total of 17,548 U.S. and 1,461 Canadian vehicles are eligible for this recall.



B. VEHICLES INVOLVED

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

Vehicle eligibility must be confirmed:

- Vehicle Inquiry - Vehicle Warranty where the message "Recall R39917 VCM SOFTWARE UPGRADE" will appear for eligible vehicles or check eligibility in TIE.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs must be completed. If you have any questions concerning this recall send them to recall@volvocars.com.

C. PARTS / PARTS RETURN

Please refer to Parts Bulletin 38-R39917.

No parts will need to be returned to the Technical Material Analysis department.

PORT VEHICLES

Vehicles will not be delivered from the ports without having this recall performed.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades prior to delivery.

D. OWNER NOTIFICATION

An owner notification letter will be mailed to all eligible vehicle owners in December.

E. VEHICLES IN RETAILER INVENTORY

It is a violation of federal law for a retailer to deliver any new Volvo that is eligible for a recall. Retailers are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

F. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Recall R39917 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 - Certified Tech.



Quality Bulletin R39917

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

Claim Type: R39917
Cause Code: 02
CSC Code: XW
Main OP: 97618
Failed Parts: 31472405, 31483292, 31493704, 31654144, 31676056

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97618	Total Upgrade	1	0.7

**** PLEASE DELAY CLAIM SUBMISSION UNTIL MONDAY NOVEMBER 12th ****