



# Service Manager Bulletin

TITLE:

## Software Installation Policy

<b>GROUP:</b> 00	<b>NO:</b> 006	<b>ISSUING DEPARTMENT:</b> Customer Service	<b>CAR MARKET:</b> United States
<b>REFERENCE BULLETINS:</b> CPI 08-2018, TJ32688 and TJ31543		<b>ISSUE DATE:</b> 2018-03-23	<b>STATUS DATE:</b> 2018-03-23
<b>Service Personnel:</b> Read and initial	<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>
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### “Right first time in Time”

The following Software Installation Policy is effective with repairs dated March 1, 2018 and later. The guidelines outlined below supersede any previously released Policy. Repairs performed after March 1, 2018 that do not follow the guidelines outlined will be rejected.

	<i>PDS</i>	<i>Service 2.0</i>	<i>Total Upgrade</i>
<i>P5 SPA &amp; CMA</i>	Required within 5 days of retail delivery	Maintenance visit after retail delivery without a customer concern	Service visit after retail delivery with customer concern and under warranty
<i>P3</i>	<i>Not claimable - included as part of PDS payment</i>	<i>Claimable</i>	<i>Claimable when addressing a verified customer concern, after a retail delivery, and software is a reasonable repair.</i>
<i>P2</i>	N/A	Maintenance visit after retail delivery without a customer concern <i>Not Claimable</i>	

### **PDS**

To ensure the highest-quality experience to our customers, new vehicles must be delivered to the customer with the latest PDS software. The installation of the software must be within five days of the physical delivery to the customer. The PDS payment is subject to debit where it is found that the software was not installed accordingly.

PDS software can be downloaded multiple times with the following constraints:

Maximum of 1 year from the assembly plant Factory complete date

And / or

Up to a maximum of 4 PDS downloads per vehicle



Incremental PDS software downloads are available at no charge to the retailer, but there will be no additional compensation for labor time.

For additional information, including the reimbursement procedures, refer to SMB 17-2018.

## ***Software 2.0***

Service by Volvo is our promise to provide Volvo customers with a premium ownership experience for the life of their vehicle. It is with these promises that we differentiate service at a Volvo retailer from the competition and can communicate the value to our customers. Service by Volvo promises the customer complimentary technical software updates to ensure that their Volvo is brought up to the latest specifications.

Service 2.0 should be installed at a maintenance visit after a retail delivery without a customer concern. The software is provided to the retailer at a cost of 0.01 cents. The cost of this software and the labor associated should be provided to the customer free of charge. Note that if installation of Software 2.0 causes any issues with other components, this should be addressed via the spare part warranty process (using the Service 2.0 part number).

Effective, March 1, 2018, Volvo will reimburse retailers for the labor only to install Software 2.0 on SPA and CMA vehicles only. The retailer will not be reimbursed in cases where the retailer has installed Software 2.0 and completed a Total Upgrade during the same service visit. Service 2.0 should be installed and is claimable on VCPO cars just prior to retail delivery (P5, SPA and CMA vehicles).

Please refer to CPI 08-2018 for detailed information on the claim handling procedure.

## ***Total Upgrade***

A total upgrade should only be completed when there is a service visit after a retail delivery with a customer concern and under warranty. Please refer to CPI 08-2018 for detailed information on the claim handling procedure.

### ***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.

### ***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.