



Service Manager Bulletin

TITLE:

Software Installation Policy

GROUP: 00	NO: 006	ISSUING DEPARTMENT: Customer Service	CAR MARKET: United States
REFERENCE BULLETINS: CPI 24-2019, TJ32688 and TJ31543		ISSUE DATE: 2018-03-29	STATUS DATE: 2019-08-06
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR
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“Right first time in Time”

The following Software Installation Policy is effective with repairs dated **August 1, 2019** and later. The guidelines outlined below supersede any previously released Policy. Repairs performed after August 1, 2019 that do not follow the guidelines outlined will be rejected.

Volvo Car USA will no longer reimburse Labor Time for Service 2.0 Software. Service 2.0 Software installation is no longer claimable.

It is strongly encourage that Service 2.0 still be offered to customers at each service maintenance visit at no cost to the customer.

	<i>PDS</i>	<i>Service 2.0</i>	<i>Total Upgrade</i>
P5 & P6 SPA & CMA	Required within 10 days of retail delivery	Each scheduled service maintenance visit after retail delivery without a customer concern	Service visit after retail delivery with customer concern and under warranty
P3	<i>Not claimable - included as part of PDS payment</i>		
P2	N/A	<i>Not Claimable</i>	<i>Claimable when addressing a verified customer concern, after a retail delivery, and software is a reasonable repair.</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 no additional compensation for labor time.

For additional information, including the reimbursement procedures, refer to the model year-specific Retail Car Delivery Process service manager bulletin, currently SMB17-2019 or SMB17-2020.

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 24-2019 for detailed information on the claim handling procedure.

P5 & P6 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.