



Service Manager Bulletin

TITLE:

Service 2.0 Software Update

GROUP: 00	NO: 006	ISSUING DEPARTMENT: Customer Service	CAR MARKET: United States
REFERENCE BULLETINS: CPI 24-2019, TJ32688 and TJ31543		ISSUE DATE: 2019-08-06	STATUS DATE: 2019-11-08
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR
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“Right first time in Time”

This supersedes all previously released information.

The following Service 2.0 Software Update Policy is effective with factory scheduled maintenance services dated November 1, 2019 through December 31, 2020. The guidelines outlined below supersede any previously released Policy. Services performed November 1, 2019 through December 31, 2020 that do not follow the guidelines outlined will be rejected.

Effective November 1, 2019 through December 31, 2020, Volvo Car USA has re-introduced labor compensation for Service 2.0 Software Update. Claims reimbursement will be paid at .3 labor time at your retailer’s warranty labor rate.

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

	Service 2.0
SPA & CMA only; excludes P3’s	✓
Only dealers with VIDA Wi-Fi installed or have signed the Wi-Fi Proposal documentation	✓
Must be performed with a scheduled maintenance service	✓
Service 2.0 can be installed during the reconditioning/inspection process outlined within the Certified by Volvo program guidelines.	✓



Claims Approval Parameters:

Service 2.0 updates are not designed to address customer complaints. Normal repair procedures should be followed to resolve customer issues.

- Reimbursement will only be provided for downloads that are confirmed installed. If the installation fails normal spare part warranty procedures are applicable.
- Service 2.0 should not be installed in place of Total Upgrade or PDS software.
- All overlapping software claims will be debited accordingly.
- Service 2.0 does not replace PDS Software and cannot be claimed prior to the customer taking new car delivery.
- Service 2.0 can be installed during the reconditioning/inspection process outlined within the Certified by Volvo program guidelines.
- Retailers will be reimbursed for one Service 2.0 software update per vehicle within a 12 month time period (normal maintenance window).

Claims Process:

- Claim Type: SWSPA21; Operation Number: 09020 1 claim per year
- Time: .3; Cause Code: 98; CSC: 1C; No Parts Applicable