



Jason Guidi

Director - Regulatory & Compliance

June 1, 2020

To: All U.S. and Canadian Volvo Retailers
Subject: Service Action – S10020

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Service Action S10020 on certain T8 PHEV model year 2020 S60, V60, XC60 and XC90 vehicles.

Volvo has identified that the Brake Control Module (BCM) may stop diagnostic communication in case of an altered bus communication rate, due to an error in the diagnostics system.

The corrective action is to download software according to Quality Bulletin S10020.

This Service Action S10020 affects the following 4 vehicles in the U.S. :

<u>VIN:</u>	<u>Type:</u>	<u>Chassis No.</u>	<u>Model Year</u>
YV4BR00L8L1538806	256	0538806	2020
YV4BR0DM5L1474193	246	0474193	2020
YV1BK0EP3L1355634	225	0355634	2020
7JRBK0FP5LG042829	224	0042829	2020

OWNER NOTIFICATION

No owner notification is planned at this time.

RETAILER RESPONSIBILITIES

Retailers must perform this service action on eligible vehicles regardless of miles or vehicle age. All work performed under this service action is free of charge to the owner.

Your regional representative will follow up to ensure that Service Action S10020 is proceeding smoothly.



A complete description of the service action requirements and claim submission procedures will follow.

It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Quality Bulletin
- Parts Bulletin

Your cooperation in completing Service Action S10020 is greatly appreciated.

All vehicles should be checked for any other incomplete actions.

If you have any questions about this or any other field service action, please contact me or any member of the Regulations and Compliance office.

Drive Safely,

A handwritten signature in black ink that reads "Jason Guidi".

Jason Guidi
Director - Regulatory & Compliance
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Quality Bulletin

TITLE:

**Service Action S10020:Total Upgrade BCM
Model Year 2020 S60, V60, XC60 and XC90**

GROUP: 30	CAT/NO: S10020	ISSUING DEPARTMENT: Regulatory and Compliance		CAR MARKET: United States and Canada	
REVISIONS:				ISSUE DATE: 2020-06-01	STATUS DATE: 2020-06-01
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

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- A. SERVICE ACTION S10020 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. TECHNICIAN COMPETENCY REQUIREMENT
- H. CLAIM INSTRUCTIONS

A. SERVICE ACTION S10020 DESCRIPTION

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Service Action S10020 on certain T8 PHEV model year 2020 S60, V60, XC60 and XC90 vehicles.

Volvo has identified that the Brake Control Module (BCM) may stop diagnostic communication in case of an altered bus communication rate, due to an error in the diagnostics system.

The corrective action is to download new software - Total Upgrade.

This Service Action S10020 affects 4 vehicles in the U.S.

RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS ACTION.

Vehicles in retailer inventory must be upgraded prior to sale.



B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION. VEHICLES IN RETAILER INVENTORY MUST BE UPGRADED PRIOR TO SALE.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry - Vehicle Warranty where the message “Service Action S10020 Total Upgrade BCM” will appear for eligible vehicles. Only 4 vehicles are affected.

Eligible vehicles:

<u>VIN:</u>	<u>Type:</u>	<u>Chassis No.:</u>	<u>Model Year:</u>
YV4BR00L8L1538806	256	0538806	2020
YV4BR0DM5L1474193	246	0474193	2020
YV1BK0EP3L1355634	225	0355634	2020
7JRBK0FP5LG042829	224	0042829	2020

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 PB-S10020 for parts information.

PARTS RETURN

No parts are required to be returned to TMA for this service action.

D. OWNER NOTIFICATION

No owner notification is planned 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. TECHNICIAN COMPETENCY REQUIREMENT

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




H. CLAIM INSTRUCTIONS

Labor reimbursement is effective at time of release and may change in the future.

Claim Type: S10020
Cause Code: 02
CSC Code: XW
Main OP: 97692
Failed Part: 31483292, 31493704

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97692	Software Download acc to QB-210020	1	0.7

VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Parts Bulletin</h1>				
TITLE: Service Action S10020: Total Upgrade BCM Model Year 2020 S60, V60, XC60 and XC90				
GROUP: 30	CAT/NO: S10020	REFERENCE BULLETINS: QB S10020	CAR MARKET: United States	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: 2020-06-01	STATUS DATE: 2020-06-01
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				Page 1 of 1

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Reference Bulletins: QB S10020

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Service Action S10020 on certain T8 PHEV model year 2020 S60, V60, XC60 and XC90 vehicles.

Volvo has identified that the Brake Control Module (BCM) may stop diagnostic communication in case of an altered bus communication rate, due to an error in the diagnostics system.
The corrective action is to download new software - Total Upgrade.

This Service Action S10020 affects 4 vehicles in the U.S.

The following part numbers apply:

Part Number	Description	Qty
31483292	Total Upgrade XC60, XC90	1
31493704	Total Upgrade S60, V60	1