

**Volvo Car USA LLC****Quality Bulletin**

Bulletin Title Complimentary Upgrade - C00012/TJ 36139/OTA 2.13, MY2023- S60, V60, V60CC, V90, V90CC, S90, XC60, XC90, XC40, C40		Group 30	NO C00012
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 11/30/23	Status Date 12/1/23
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**A. COMPLIMENTARY UPGRADE C00012 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD, on behalf of Volvo Car Corporation, has decided to launch Complimentary Upgrade – C00012 on certain Android-based Infotainment system (iCup) vehicles that have missed three (3) or more consecutive Over-The-Air (OTA) downloads.

Complimentary Upgrade C00012 addresses vehicles that are no longer able to receive OTA updates. This Upgrade is necessary to have the correct baseline for future OTA deployments. In order to explain the features and benefits we recommend noting the software level before the download is completed. This will aid in explaining to the customer what improvements have been added since their last software download.

To remedy concerned cars, please follow the instructions outlined in TJ 36139.

Complimentary Upgrade C00012 includes some of following updates from software version 2.6 and later that will provide our customers with the best possible connected experience.

They can also be found here:

<https://www.volvocars.com/lb/support/software-release-notes>

**Software version 2.6**

- Improved Adaptive Cruise Control (ACC) performance at low speeds.

**Software version 2.7**

- Improved stability of the infotainment system
- Correction to occasionally missing search field in Google Maps
- Minor improvements in Road Sign Information Accuracy

**Software version 2.8**

- Drivetime optimization adjustments

**Software version 2.9**

- You can now switch between Pilot Assist and Adaptive Cruise Control with the left steering wheel buttons.
- Apple Maps is now available in the driver display.
- “Play/Pause” and “Next/Previous” buttons are available on the Apple CarPlay tile.
- “Now Playing” information is available on the Apple CarPlay tile.
- Phone Call information is available on the Apple CarPlay tile, driver display and Head-up Display (HUD)

**Software version 2.10**

- The map in the instrument panel is now stabilized in the center.
- Improvements to prevent loss of heating function for PHEVs with high-voltage coolant heater.

**Software version 2.11**

- Schedule the installation of future Over-The-Air (OTA) updates
- Introduction of the YouTube App
- The towbar folding function has been improved to be more responsive.

**Software version 2.12**

- There have been minor drivetrain adjustments that do not affect performance, certification, homologation, environmental protections, or emissions.

**Software version 2.13**

- The issues with the radio having no sound and taking a long time to start have been improved. After installing this update, the radio favorites for all user profiles will reset and you will have to save your favorite channels again.
- The Park Assist Camera (PAC) can be switched off with the rear camera view button when starting to reverse (only for vehicles with a 90° PAC).
- Improved image quality in low-light conditions for the 360°- Park Assist Camera (PAC) (MY24 only).
- There have been several minor drivetrain adjustments that do not affect performance, certifications, homologation, environmental protections, or emissions.

**PLEASE NOTE:** The claim type for the Complimentary Upgrade will change with every OTA release, e.i. “C000XX”.

**B. VEHICLES INVOLVED**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS COMPLIMENTARY UPGRADE.**

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Complimentary Upgrade C00012” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Complimentary Upgrade C00012 has not been completed. Eligibility can also be confirmed 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](mailto:recall@volvocars.com).

**C. PORT VEHICLES**

Vehicles marked for Complimentary Upgrade C00012 will not be done at the port. It is the retailer's responsibility to perform on eligible vehicles. Pre-Delivery Software (PDS) will satisfy the requirements under Complimentary Upgrade C00012.

**D. PARTS / PARTS RETURN**

No parts are required to be returned for this Complimentary Upgrade.

**E. OWNER NOTIFICATION**

No owner notification for C00012.

**F. VEHICLES IN RETAILER INVENTORY****New Vehicles in Retailer Inventory**

Vehicles marked for Complimentary Upgrade C00012 that have not been retail delivered should install Pre-Delivery Software (PDS). The PDS software will satisfy the requirements of C00012.

**Used Vehicles in Retailer Inventory**

Please check Vehicle Inquiry, TIE, or VIDA for vehicle eligibility.

**G. RETAILER RESPONSIBILITY**

All vehicles qualifying for this Complimentary Upgrade must be repaired prior to a customer taking possession of the vehicle at new car delivery and or at any service appointment.

**H. TECHNICIAN COMPETENCY REQUIREMENT**

The technician competency requirement for this campaign repair is Quality/G0.

**I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

Complimentary Upgrade C00012 claims should be submitted using the LONG FORM application only.

<b>Claim Type:</b>	C00012
<b>Cause Code:</b>	97
<b>CSC Code:</b>	52
<b>Main OP:</b>	36004-2
<b>Failed Part:</b>	31676056 (XC40/C40) 31472405 (S90L) 31654144 (S/V/90/CC) 31483292 (XC60/XC90) 31493704 (S/V/60/CC)

<b><u>Operation Number</u></b>	<b><u>Repair Description</u></b>	<b><u>Qty</u></b>	<b><u>Labor Time</u></b>
36004-2	Software Control Module downloading	1	0.5

**\*Labor times provided are current at the time of release and are subject to change: Claims will be paid at the time in effect on the repair date.**

**\*Volvo will be manually marking C00012 completed when PDS and 2.0 software has been installed on an eligible vehicle and the vehicle is reported retail delivered.**