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Jason Guidi

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Director - Regulatory & Compliance

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July 16, 2018

To: All U.S. and Canadian Volvo Retailers  
Subject: Service Campaign A39894: Park Assist System **May Not Function as Intended**

Volvo Car USA LLC and Volvo Car Canada Ltd on behalf of Volvo Car Corporation, has decided to launch Service Campaign A39894 on certain model year 2019 XC90, XC60, V90CC, V90 and S90 vehicles.

Volvo has identified that the vehicles equipped with a front and/or rear park assist system (PAS) may not function as intended. However the rear park assist camera functions as intended.

The corrective action is to perform a Total Upgrade.

**PLEASE NOTE:** PDS software must be installed in the vehicle within 5 days of delivery. Vehicles that have had a Total Upgrade at PDS completed prior to 7/2/18 must have the Total Upgrade performed again, and a claim submitted per the instructions in this action. Vehicles with a Total Upgrade performed at PDS after 7/2/18 have already received the Park Assist software and do not require any further action, and a claim should not be submitted.

Service Campaign A39894 affects 6,628 vehicles in the U.S. and 676 in Canada.

**Service Campaign A39894 will be in effect until December 31, 2020 regardless of mileage.**

**OWNER NOTIFICATION**

A customer mailing to vehicle owners that have taken delivery prior to 7/2/18 is scheduled for late August.



## **RETAILER RESPONSIBILITIES**

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

Your regional representative will follow up to ensure that Service Campaign A39894 is proceeding smoothly.

A complete description of the service campaign 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 Campaign A39894 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 Campaign A39894: Park Assist System May Not Function as Intended  
Model Year 2019 – XC90, XC60, V90CC, V90, S90**

<b>GROUP:</b> 30	<b>CAT/NO:</b> A39894	<b>ISSUING DEPARTMENT:</b> Warranty		<b>CAR MARKET:</b> United States and Canada	
<b>REFERENCE BULLETINS:</b> PB 30-A39894				<b>ISSUE DATE:</b> 2018-07-16	<b>STATUS DATE:</b> 2018-07-16
<b>Service Personnel:</b> Read and initial		<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 3</b>

“Right first time in Time”

**BULLETIN REFERENCE PB 30-A39894**

- A. SERVICE CAMPAIGN A39894 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 CAMPAIGN A39894 DESCRIPTION**

Volvo Car USA LLC and Volvo Car of Canada Ltd on behalf of Volvo Car Corporation, has decided to launch Service Campaign A39894 on certain model year 2019 XC90, XC60, V90CC, V90 and S90 vehicles.

Volvo has identified that the vehicles equipped with a front and/or rear park assist system may not function as intended. However the rear park assist camera functions as intended.

The corrective action is to perform a Total Upgrade.

**PLEASE NOTE:** PDS software must be installed in the vehicle within 5 days of delivery. Vehicles that have had a Total Upgrade at PDS completed prior to 7/2/18 must have the Total Upgrade performed again, and a claim submitted per the instructions in this action. Vehicles with a Total Upgrade performed at PDS after 7/2/18 have already received the Park Assist software and do not require any further action, and a claim should not be submitted.



Service Campaign A39894 affects 6,628 vehicles in the U.S. and 676 in Canada.

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

**Vehicles in retailer inventory must have a Total Upgrade performed per the PDS instructions prior to sale.**

**PLEASE NOTE: Service Campaign A39894 will be in effect until December 31, 2020, regardless of mileage.**

## **B. VEHICLES INVOLVED**

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

Vehicle eligibility must be confirmed:

- Inquire in VRC<sup>2</sup> - Vehicle Warranty where the message “Service Campaign A39894 Park Assist” will appear for eligible vehicles.

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 30-A39894 for parts information.

### **PARTS RETURN**

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

## **D. OWNER NOTIFICATION**

A customer mailing to vehicle owners that have taken delivery prior to 7/2/18 is scheduled for late August.

## **E. VEHICLES IN RETAILER INVENTORY**

Vehicles in retailer inventory must have a Total Upgrade performed per the PDS instructions prior to sale.

## **F. RETAILER RESPONSIBILITY**

Retailers must check eligibility prior to completing this service campaign. Vehicles that have had a Total Upgrade at PDS completed prior to 7/2/18, must have the Total Upgrade performed again and a claim submitted per the instructions in this action. Vehicles with a Total Upgrade performed at PDS after 7/2/18 have the updated Park Assist software, and do not require this action and a claim should not be submitted.



## Quality Bulletin A39894

### G. TECHNICIAN COMPETENCY REQUIREMENT

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

### H. CAMPAIGN REIMBURSEMENT PROCEDURES (LONG FORM APPLICATION)

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

**Claim Type:** A39894  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97612  
**Failed Part:** 31472405, 31654144, 31483292

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97612	Total Upgrade per QB A39894	1	0.7 hrs



# Parts Bulletin

TITLE:

**Service Campaign A39894: Park Assist System May Not Function as Intended  
Model Year 2019 – XC90, XC60, V90CC, V90, S90**

<b>GROUP:</b> 30	<b>CAT/NO:</b> A39894	<b>REFERENCE BULLETINS:</b> QB A39894	<b>CAR MARKET:</b> United States and Canada	
<b>COPY TO / CIRCULATIONS (PLEASE INITIAL):</b>			<b>ISSUE DATE:</b> 2018-07-16	<b>STATUS DATE:</b> 2018-07-16
<b>GENERAL MANAGER</b>	<b>PARTS MANAGER</b>	<b>SERVICE MANAGER</b>	<b>SALES MANAGER</b>	
				<b>Page 1 of 1</b>

**“Right first time in Time”**

**Reference Bulletins: QB A39894**

Volvo Car USA LLC and Volvo Car of Canada Ltd on behalf of Volvo Car Corporation, has decided to launch Service Campaign A39894 on certain model year 2019 XC90, XC60, V90CC, V90 and S90 vehicles.

Volvo has identified that the vehicles equipped with a front and/or rear park assist system may not function as intended. However, the rear park assist camera functions as intended.

The corrective action is to perform a Total Upgrade.

**PLEASE NOTE:** PDS software must be installed in the vehicle within 5 days of delivery. Vehicles that have had a Total Upgrade at PDS completed prior to 7/2/18 must have the Total Upgrade performed again, and a claim submitted per the instructions in this action. Vehicles with a Total Upgrade performed at PDS after 7/2/18 have already received the Park Assist software and do not require any further action, and a claim should not be submitted.

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The following part number applies:

Part Number	Description	Qty
31472405	Total Upgrade S90	1
31654144	Total Upgrade V90, V90CC	1
31483292	Total Upgrade XC90, XC60	1