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Jason Guidi

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Director - Regulatory & Compliance

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December 16, 2019

To: All U.S. and Canadian Volvo Retailers  
Subject: Service Campaign – A39981 BECM Software Upgrade

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign A39981 on certain model year 2020 XC90T8, S90T8, XC60T8, V60T8, S60T8 vehicles.

Volvo has identified that the Battery Energy Control Module (BECM) software does not allow the vehicle to start in cases where the system incorrectly detects faults in the High Voltage Battery.

The corrective action is a total upgrade.

Service Campaign A39981 affects 1,234 vehicles in the U.S and 248 in Canada.

**OWNER NOTIFICATION**

Eligible vehicle owners will be mailed a notification letter in January.

**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 A39981 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 A39981 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,

Jason Guidi  
Director - Regulatory & Compliance  
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# Quality Bulletin

TITLE:

**Service Campaign A39981: BECM Software Upgrade  
Model Year 2020 XC90T8, S90T8, XC60T8, V60T8, S60T8**

<b>GROUP:</b> 36	<b>CAT/NO:</b> A39981	<b>ISSUING DEPARTMENT:</b> Warranty		<b>CAR MARKET:</b> United States and Canada	
<b>REFERENCE BULLETINS:</b> PB 36-A39981				<b>ISSUE DATE:</b> 2019-12-16	<b>STATUS DATE:</b> 2019-12-16
<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”**

- A. SERVICE CAMPAIGN A39981 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 A39981 DESCRIPTION**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign A39981 on certain model year 2020 XC90T8, S90T8, XC60T8, V60T8, S60T8 vehicles.

Volvo has identified that the Battery Energy Control Module (BECM) software does not allow the vehicle to start in cases where the system incorrectly detects faults in the High Voltage Battery.

The corrective action is a total upgrade.

Service Campaign A39981 affects 1,234 vehicles in the U.S and 248 in Canada.

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

**Vehicles in retailer inventory must be upgraded prior to sale.**



**PLEASE NOTE:** Service Campaign A39981 will be in effect until **December 31, 2022** regardless of mileage.

## **B. VEHICLES INVOLVED**

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

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message “Service Campaign A39981 TOTAL UPGRADE” 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 36-A39981 for parts information.

### **PARTS RETURN**

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

## **D. OWNER NOTIFICATION**

Eligible vehicle owners will be mailed a notification letter in January.

## **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 campaign. All eligible vehicles must have this service campaign completed prior to customer delivery.

## **G. TECHNICIAN COMPETENCY REQUIREMENT**

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



## Quality Bulletin A39981

### I. RETAILER ALLOWANCE (LONG FORM APPLICATION)


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

**Claim Type:** A39981  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97667  
**Failed Part:** 31483292, 31493704, 31472405

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97667	Total Upgrade	1	0.7

**If the car is not yet retailed, a Pre Delivery Service (PDS) Software Upgrade must be performed within 5 days of delivery. Do not claim this total upgrade per A39981 if the vehicle is not yet retailed.**

**Vehicles that have the PDS software upgrade performed will be manually marked complete for A39981.**

VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Parts Bulletin</h1>				
TITLE: <b>Service Campaign A39981: BECM Software Upgrade MY 2020 XC90T8, S90T8, XC60T8, V60T8, S60T8</b>				
GROUP: <b>36</b>	CAT/NO: <b>A39981</b>	REFERENCE BULLETINS: <b>QB A39981</b>	CAR MARKET: <b>United States and Canada</b>	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: <b>2019-12-16</b>	STATUS DATE: <b>2019-12-16</b>
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				<b>Page 1 of 1</b>

**“Right first time in Time”**

**Reference Bulletins: QB A39981**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign A39981 on certain model year 2020 XC90T8, S90T8, XC60T8, V60T8, S60T8 vehicles.

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The following part numbers apply:

Part Number	Description	Qty
31483292	Total Upgrade XC60T8, XC90T8	1
31493704	Total Upgrade S60T8, V60T8	1
31472405	Total Upgrade S90T8	1