



Service Manager Bulletin

TITLE:

Service 2.0 Software & Total Upgrade Reminder

GROUP: 00	NO: 006	ISSUING DEPARTMENT: Customer Service	CAR MARKET: United States	
REFERENCE BULLETINS: CPI 24-2019, TJ32688 and TJ31543			ISSUE DATE: 2019-11-08	STATUS DATE: 2020-03-27
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 2

“Right first time in Time”

As a reminder, when performing a vehicle service repair or recall, a Total Upgrade should be performed and takes precedent over Service 2.0 Software update. The Service 2.0 Software should be updated during the customers next maintenance visit; not both.

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

When performing a recall that involves software, always refer to the Quality Bulletin-R associated with the recall for proper software and claiming instructions.