



**To:** U.S. and Canada Volvo General Managers  
U.S. and Canada Volvo Service Managers  
U.S. and Canada Volvo Service Technicians  
U.S. and Canada Volvo Warranty Managers

**Bulletin:** SNV14-023  
**Date:** July 21, 2014  
**Valid to:** Until Further Notice  
**Replaces:** NA  
**Action Required?** **Yes**

**From:** Tom Reichl – Manager, Truck Technical Support Services

**Subject:** Vehicle Modifications or Upgrades that Require Programming

---

With the increasing amount of software required for integrated systems and components to operate, it is necessary to verify that there is available software prior to performing any type of modification or upgrade. We are experiencing cases where parts are being ordered and installed on vehicles and these parts are not supported with the necessary software. This is creating a delay in completing the modification or upgrade and causing extra downtime for the customer.

To prevent delays in completing the customer's request, you will need to contact our Parts Technical Services team to verify that the required parts for the change will be supported with needed software. This will ensure that you are ordering and installing the correct parts and will enable us to log the vehicle information and prepare the necessary files for programming. This includes all engine re-rate requests.

**Contact information for our Parts Technical Services team:**

- eService – Select Parts Specifications area and submit the case
- Phone # - (800) 888-9878

When the Technician is ready to start the job, an eService case can be opened to request the necessary software files. The files will then be loaded to the vehicle for programming. Once the parts are installed, the programming portion of the repair can be completed.

Parts or combination of parts that are installed on the vehicle and are not supported with software run the risk of having to be replaced with the proper parts that are supported.

In addition the aftermarket will not be able to support any modification or upgrade that is not supported by the factory.

If you have any questions or would like additional information please contact Technical Support Services between the hours of 8AM – 11PM, Monday – Friday, at (800) 888-2039



## Volvo SNV14-023 Vehicle Modifications Or Upgrades That Require Programming



> **Internal Content**

Refer to Volvo SNV14-023 Vehicle Modifications or Upgrades that Require Programming [here](#)



Tags

[k50354539](#)

[volvo](#)

### Related links and attachments

[SNV14-023, Chassis Mod Request](#)



### Feedback

[Give feedback](#)

to help improve the content of this article