



## Volvo SNV15-008 Vocom Adapter ( 88890300 ) May Lock Up When Updating Firmware



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**To:** U.S. and Canada Volvo General Managers  
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**Bulletin:** SNV15-008  
**Date:** February 9, 2015  
**Valid to:** Until Further Notice  
**Replaces:** N/A  
**Action Required?** **Yes**

**From:** Greg Holderfield – Director, Product Reliability

**Subject:** Vocom Adapter (88890300) May Lock Up When Updating Firmware

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## Premium Tech Tool and Vocom

The Vocom communications interface (88890300) may “lock-up” when attempting to update the device firmware. This lock-up is temporary and can be corrected.

To correct a locked-up Vocom, disconnect both of the Vocom cables and wait at least 2 minutes. Reconnect the USB cable only to the Vocom and connect to the PC. Do NOT connect to a truck. Using PTT 2.03.60 or newer, update the Vocom firmware.

See *Section 5.7-Tools* in the Warranty Operations Manual for warranty information.

If you have any questions or concerns please contact us using the phone number below or [click here](#) to submit a question online.

**Contact Information:**

By phone: 1-877-978-6586

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