



Jason Guidi

Director - Regulatory & Compliance

September 12, 2018

To: All U.S. and Canadian Volvo Retailers
Subject: Service Action S39893

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S39893 on certain model year 2017 - 2018 XC90 and 2018 XC60 and S90 vehicles.

Volvo has identified that the Vehicle Connectivity Module (VCM) backup battery may be depleted while the vehicle is plugged in and charging the high voltage battery. This could result in a "Volvo On Call Service Required" message displayed in the Driver Information Module (DIM). This condition has no effect on the vehicle's drivability or performance.

The corrective action is to perform a Total Upgrade.

Service Action S39893 affects 1,235 vehicles in the U.S. and 240 in Canada.

Service Action S39893 will be in effect until December 31, 2020 regardless of mileage.

OWNER NOTIFICATION

No owner notification mailing is planned at this time.

RETAILER RESPONSIBILITIES

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



Your regional representative will follow up to ensure that Service Action S39893 is proceeding smoothly.

A complete description of the service action 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 Action S39893 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 Action S39893: VCM Backup Battery
Models 2017 – 2018 XC90 & 2018 XC60, S90**

GROUP: 39	CAT/NO: S39893	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada	
REFERENCE BULLETINS: PB 39-S39893				ISSUE DATE: 2018-09-12	STATUS DATE: 2018-09-12
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

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BULLETIN REFERENCE: PB 39-S39893

- A. SERVICE ACTION S39893 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 ACTION S39893 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S39893 on certain model year 2017 - 2018 XC90 and 2018 XC60 and S90 vehicles.

Volvo has identified that the Vehicle Connectivity Module (VCM) backup battery may be depleted while the vehicle is plugged in and charging the high voltage battery. This could result in a “Volvo On Call Service Required” message displayed in the Driver Information Module (DIM). This condition has no effect on the vehicle’s drivability or performance.

The corrective action is to perform a Total Upgrade.

Service Action S39893 affects 1,235 vehicles in the U.S. and 240 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 Action S39893 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 VRC² - Vehicle Warranty where the message “Service Action S39893 VCM Backup Battery” 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 39-S39893 for parts information.

PARTS RETURN

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

D. OWNER NOTIFICATION

No owner notification mailing is planned at this time.

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 action. All eligible vehicles must have this service action completed prior to customer delivery.

G. TECHNICIAN COMPETENCY REQUIREMENT

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



H. CLAIM INSTRUCTIONS

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

Claim Type: S39893
Cause Code: 02
CSC Code: XW
Main OP: 36004
Failed Part: 31483292, 31472405

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36004	Total Upgrade	1	0.7



Parts Bulletin

TITLE:

**Service Action S39893: VCM Backup Battery
MY 2017 – 2018 XC90 & 2018 XC60, S90**

GROUP: 39	CAT/NO: S39893	REFERENCE BULLETINS: QB S39893	CAR MARKET: United States and Canada	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: 2018-09-12	STATUS DATE: 2018-09-12
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				Page 1 of 1

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Reference Bulletins: QB S39893

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The following part numbers apply:

Part Number	Description	Qty
31483292	Total Upgrade – XC60, XC90	1
31472405	Total Upgrade – S90L	1