



Bulletin Title		Group	NO
Complimentary Upgrade - C00009 / TJ 36139; OTA Updates not Available		30	C00009
Issuer (Dept.)	Car Market	Issue Date	Status Date
Product, Safety and Compliance	United States and Canada	7/21/23	7/21/23
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A. COMPLIMENTARY UPGRADE C00009 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD, on behalf of Volvo Car Corporation, has decided to launch Complimentary Upgrade – C00009 on certain Android-based Infotainment system (iCup) vehicles that have missed three (3) or more consecutive Over-The-Air (OTA) downloads.

Complimentary Upgrade C00009 addresses vehicles that are no longer able to receive OTA updates. This Upgrade is necessary to have the correct baseline for future OTA deployments. In order to explain the features and benefits we recommend noting the software level before the download is completed. This will aid in explaining to the customer what improvements have been added since their last software download.

To remedy concerned cars, please follow the instructions outlined in TJ 36139.

Complimentary Upgrade C00009 includes some of following updates from software version 2.2 and later that will provide our customers with the best possible connected experience.

Software version 2.2

- Introduction of Apple CarPlay
- Front data USB Port opened for Apple CarPlay
- Video apps can now be used in the vehicle when parked

Software version 2.4

- Improved accuracy of estimated charging time
 - Improved charging cable locking functionality
 - Minor graphics update of the trip meter menu in the driver display
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Software version 2.5

- Apple CarPlay bug fixes and stability improvements
- Google Assistant support for SiriusXM added for subscribers to the service in North America
- Front Seat heating is activated automatically when starting parking climate
- FM/DAB radio bug fixes and functional improvements. The last selected radio station will start when the vehicle is started again

Software version 2.6

- Improved Adaptive Cruise Control (ACC) performance at low speeds

Software version 2.7

- Improved stability of the infotainment system
- Correction to occasionally missing search field in Google Maps
- Minor improvements in Road Sign Information Accuracy

Software version 2.8

- Drivetime optimization adjustments

Software version 2.9

- You can now switch between Pilot Assist and Adaptive Cruise Control with the left steering wheel buttons
- Apple Maps is now available in the driver display
- “Play/Pause” and “Next/Previous” buttons are available on the Apple CarPlay tile
- “Now Playing” information is available on the Apple CarPlay tile
- Phone Call information is available on the Apple CarPlay tile, driver display and Head-up Display (HUD)

Software version 2.10

- The map in the instrument panel is now stabilized in the center
- Improvements to prevent loss of heating function for PHEVs with high-voltage coolant heater

PLEASE NOTE: The claim type for the Complimentary Upgrade will change with every OTA release, e.i. “C000XX.”

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS COMPLIMENTARY UPGRADE.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Complimentary Upgrade C00009” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Complimentary Upgrade C00009 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs must be completed. If you have any questions concerning this recall, send them to recall@volvocars.com.

C. PORT VEHICLES

Vehicles marked for Complimentary Upgrade C0009 will not be done at the port. It is the retailer's responsibility to perform on eligible vehicles. Pre-Delivery Software (PDS) will satisfy the requirements under Complimentary Upgrade C00009.

D. PARTS / PARTS RETURN

No parts are required to be returned for this Complimentary Upgrade.

E. OWNER NOTIFICATION

An owner notification will be sent out in late-July to all Over-The-Air (OTA) ineligible vehicles advising these customers to visit a Volvo Retailer to have C00009 software installed to improve their ownership experience.

F. VEHICLES IN RETAILER INVENTORY

New Vehicles in Retailer Inventory

Vehicles marked for Complimentary Upgrade C00009 that have not been retail delivered should install Pre-Delivery Software (PDS). The PDS software will satisfy the requirements of C00009.

Used Vehicles in Retailer Inventory

Please check Vehicle Inquiry, TIE, or VIDA for vehicle eligibility.

G. RETAILER RESPONSIBILITY

All vehicles qualifying for this Complimentary Upgrade must be repaired prior to a customer taking possession of the vehicle at new car delivery and or at any service appointment.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Quality/G0.

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Complimentary Upgrade C00009 claims should be submitted using the LONG FORM application only.

Claim Type: C00009
Cause Code: 97
CSC Code: 52
Main OP: 36004-2
Failed Part: **31676056 (XC40/C40) 31472405 (S90L) 31654144 (S/V/90/CC)**
31483292 (XC60/XC90) 31493704 (S/V/60/CC)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36004-2	Software Control Module downloading	1	0.5

***Labor times provided are current at the time of release and are subject to change:
Claims will be paid at the time in effect on the repair date.**

***Volvo will be manually marking C00009 completed when PDS and 2.0 software has
been installed on an eligible vehicle and the vehicle is reported retail delivered.**