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Jason Guidi

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Director - Regulatory & Compliance

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April 26, 2017

To: All U.S. and Canadian Volvo Retailers  
Subject: Service Action S39816

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S39816 on certain model year 2016 - 2017 XC90 and 2017 S90, V90CC and V90 vehicles.

Volvo has identified that due to a software deviation in the Vehicle Dynamics Domain Master (VDDM) Primary Boot Loader (PBL), the vehicle may not start after it has been parked and the parking brake lamp will be lit in the instrument panel.

The corrective action is to perform a VDDM PBL software upgrade.

Service Action S39816 affects 54,316 vehicles in the U.S. and 4,479 in Canada.

**Vehicles in retailer inventory must be completed prior to sale.**

**OWNER NOTIFICATION**

No customer mailing is scheduled 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 S39816 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
- Technical Journal
- Parts Bulletin

Your cooperation in completing Service Action S39816 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  
201-768-7300  
jason.guidi@volvocars.com



# Quality Bulletin

TITLE:

**Service Action S39816: VDDM PBL Software Upgrade –  
Model Year 2016 - 2017 XC90; 2017 S90, V90CC, V90**

<b>GROUP:</b> 36	<b>CAT/NO:</b> S39816	<b>ISSUING DEPARTMENT:</b> Warranty		<b>CAR MARKET:</b> United States and Canada	
<b>REFERENCE BULLETINS:</b> TJ 32591, PB 36-S39816				<b>ISSUE DATE:</b> 2017-04-26	<b>STATUS DATE:</b> 2017-04-26
<b>Service Personnel:</b> Read and initial		<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 3</b>

**“Right first time in Time”**

- A. SERVICE ACTION S39816 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. REIMBURSEMENT PROCEDURES
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. RETAILER ALLOWANCE

**A. SERVICE ACTION S39816 DESCRIPTION**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S39816 on certain model year 2016 - 2017 XC90 and 2017 S90, V90CC and V90 vehicles.

Volvo has identified that due to a software deviation in the Vehicle Dynamics Domain Master (VDDM) Primary Boot Loader (PBL), the vehicle may not start after it has been parked and the parking brake lamp will be lit in the instrument panel.

The corrective action is to perform a VDDM PBL software upgrade.

Service Action S39816 affects 54,316 vehicles in the U.S. and 4,479 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 S39816 will be in effect until **June 30, 2019** 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 VRC<sup>2</sup> - Vehicle Warranty where the message “Service Action S39816 VDDM Software Upgrade” 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 36-S39816 for parts information.

### **PARTS RETURN**

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

## **D. OWNER NOTIFICATION**

No customer mailing is scheduled 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. CAMPAIGN REIMBURSEMENT PROCEDURES**

Service Action S39816 claims should be submitted using the LONG FORM application only.

## **H. TECHNICIAN COMPETENCY REQUIREMENT**

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



## Quality Bulletin S39816

### I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

**Claim Type:** S39816  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97082  
**Failed Part:** 31483300, 31682450

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97082	VDDM PBL Software Upgrade	1	0.7



# Technical Journal

TITLE:  
**Service Action S39816: VDDM PBL Upgrade**

<b>REF NO:</b> TJ 32591.1.1	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2017-03-28	<b>STATUS DATE:</b> 2017-04-26
<b>FUNC GROUP:</b> 3610	<b>FUNC DESC:</b> Programming and diagnosis	Page 1 of 2	

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## Attachment

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2017-2017		-	0-0
235							2017-2017		-	0-0
236							2017-2017		-	0-0
256							2016-2017		-	0-0

## CSC Customer Symptom Codes

Code	Description
XW	Service/repair/Service action/Recall

## VST Operation Number

## DTC Diagnostic Trouble Codes

Rows beginning with \* are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

## Text

**DESCRIPTION:**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S39816 on certain model year 2016-2017 XC90 and 2017 S90, V90CC and V90 vehicles.

Volvo has identified that due to a software deviation in the Vehicle Dynamics Domain Master (VDDM) Primary Boot Loader (PBL), the vehicle may not start after it has been parked and the parking brake lamp will be lit in the instrument panel.

**SERVICE:**

The corrective action is to perform a VDDM PBL software upgrade  
31483300 VDDM PBL Software Upgrade (XC90)  
31682450 VDDM PBL Software Upgrade (S90,V90, V90CC)

**VEHICLE REPORT:**

N/A