

**Volvo Car USA LLC****Quality Bulletin**

Bulletin Title Complimentary Upgrade - C000017, Model Year 2023-2025 S60, V60, V60CC, V90, V90CC, S90, XC60, XC90, XC40, C40, EX90		Group 30	NO C000017
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 1/15/25	Status Date 1/15/25
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A. COMPLIMENTARY UPGRADE C000017 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD, on behalf of Volvo Car Corporation, has decided to launch Complimentary Upgrade – C000017 on certain Android-based Infotainment system (iCup) vehicles that have missed three (3) or more consecutive Over-The-Air (OTA) downloads.

C000017 also addresses certain EX90s that have missed one (1) or more OTA downloads.

Complimentary Upgrade C000017 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 C000017 includes some of following software updates:

They can also be found here:

<https://www.volvocars.com/lb/support/software-release-notes>

SPA, Software Version 3.3.16

Android Auto can be used with Android devices via the center display, your Android phone or with the right-side steering wheel buttons. When installed, it lets you listen to music, make calls, get driving directions and use apps customized for your car. To use the Android Auto app, it needs to be installed on your Android device and connected to the internet.

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HD Radio allows the car to receive digital versions of radio stations. Listening to digital radio can give you better sound and a smoother listening experience. When you're listening to an HD Radio station, you will see the HD Radio symbol in the center display. You can see HD Radio symbols in the radio app's stations list and now playing view.

General improvements

- Road sign information performance
- Camera image brightness for model year 2024 and later cars.
- Drivetrain and power supply that do not affect performance or emissions.

EX90, Software Version 1.1.23

- General stability improvements

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 C000017" will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Complimentary Upgrade C000017 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 C000017 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 C000017.

D. PARTS / PARTS RETURN

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

E. OWNER NOTIFICATION

No owner notification for C000017.

F. VEHICLES IN RETAILER INVENTORY

New Vehicles in Retailer Inventory

Vehicles marked for Complimentary Upgrade C000017 that have not been retail delivered should install Pre-Delivery Software (PDS). The PDS software will satisfy the requirements of C000017.

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 C000017 claims should be submitted using the LONG FORM application only.

Claim Type: C000017
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) 32425147 (EX90)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Variant</u>	<u>Labor Time</u>
36004-2	Software Control Module downloading	1	SPA	0.3
36004-2	Software Control Module downloading	1	EX90	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 C000017 completed when PDS and 2.0 software has been installed on an eligible vehicle and the vehicle is reported retail delivered.**