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| Subject: | Elite 6 Improvement of AdBlue cleaning injection strategy - S0962 |
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This Service Bulletin is written to inform you about a software update linked to the exhaust after treatment system with improved AdBlue cleaning injection strategy. This software update will also help Volvo execute the on-going investigation and rectification of a degrading issue relating to an emissions control component used in certain vehicles and on specific markets. Volvo have released this bulletin covering all Euro 6 products across all engine ranges. To do this investigation, Volvo need to retrieve and monitor data generated from the relevant components of the vehicles.

If this data is shared with a third party the data will be used for the purposes of our investigation of this issue or otherwise in accordance with the instructions from involved authorities. For further information about data retrieved and processed by the Volvo Group please visit www.volvogroup.com/privacy

If the results of the investigation would show that your vehicle is affected by this issue, we will inform you regarding the next steps.

Dennis Eagle will be updating Engine and ACM software routinely as they visit vehicles.

As an alternative you can contact your local Volvo dealer who will update the software to the same level, there will be no cost for this software improvement.