


VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: Service Action S29987: Thermostat Monitoring Model Year 2018 - 2020 S60T8, V60T8, S90T8, XC60T8, XC90T8				
GROUP: 28	CAT/NO: S29987	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada
REFERENCE BULLETINS: PB 28-S29987			ISSUE DATE: 2020-01-28	STATUS DATE: 2020-01-28
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
Page 1 of 3				

“Right first time in Time”

BULLETIN REFERENCE PB 28-S29987

- A. SERVICE ACTION S29987 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 S29987 DESCRIPTION

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S29987 on certain model year 2018 - 2020 S60T8, V60T8, S90T8, XC60T8, XC90T8 vehicles.

Volvo has identified that the Engine Control Module (ECM) may not correctly monitor the coolant thermostat (between 20 to 60 degrees Celsius). This condition can result in increased vehicle emissions and non-compliance with On Board Diagnostics (OBD) II requirements.

The corrective action is a Total Upgrade.

Service Action S29987 affects 7,923 vehicles in the U.S and 1,066 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 S29987 will be in effect until **December 31, 2022** regardless of mileage.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE CAMPAIGN.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message “Service Action S29987 Thermostat Monitoring” 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 28-S29987 for parts information.

PARTS RETURN

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

D. OWNER NOTIFICATION

No owner notification 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: S29987
Cause Code: 02
CSC Code: XW
Main OP: 97670
Failed Part: 31483292, 31493704, 31472405

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97670	Total Upgrade	1	0.7

If the car is not yet retailed, a Pre Delivery Service (PDS) Software Upgrade must be performed within 5 days of delivery. Do not claim this total upgrade per S29987 if the vehicle is not yet retailed.

Vehicles that have the PDS software upgrade performed will be manually marked complete for S29987.