



Jason Guidi

Director - Regulatory & Compliance

September 06, 2018

To: All U.S. and Canadian Volvo Retailers
Subject: Service Action S29878

Volvo Car USA LLC and Volvo Car Canada Ltd on behalf of Volvo Car Corporation, has decided to launch Service Action S29878 on certain model year 2017 - 2018 XC90, S90, V90, V90CC, XC60 vehicles.

Volvo has identified that the lower flap in the capless unit that is located inside the fuel tank filler pipe, intermittently may not close completely after refueling. This could result in a Check Engine Light and Diagnostic Trouble Code ECM-P0044200.

The corrective action is to replace the fuel tank filler pipe per VIDA instruction VCC-501692-1.

Service Campaign S29878 affects 14,911 vehicles in the U.S. and 1,183 in Canada.

Service Action S29878 will be in effect until December 31, 2020 regardless of mileage.

OWNER NOTIFICATION

No owner notification mailing is planned at this time.

RETAILER RESPONSIBILITIES

Retailers must perform this service campaign on eligible vehicles regardless of miles / kilometers or vehicle age. All work performed under this service campaign is free of charge to the owner.

Your regional representative will follow up to ensure that Service Action S29878 is proceeding smoothly.



A complete description of the service campaign 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
- Parts Bulletin

Your cooperation in completing Service Action S29878 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,

Jason Guidi
Director - Regulatory & Compliance
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Quality Bulletin

TITLE:

**SERVICE ACTION S29878: FUEL TANK FILLER PIPE
Model Year 2017 – 2018 XC90, S90, V90, V90CC, XC60**

GROUP: 23	CAT/NO: S29878	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada	
REFERENCE BULLETINS: PB 23-S29878				ISSUE DATE: 2018-09-04	STATUS DATE: 2018-09-06
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

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BULLETIN REFERENCE PB 23-S29878

- A. SERVICE ACTION S29878 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 CAMPAIGN S29878 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S29878 on certain model year 2017 - 2018 XC90, S90, V90, V90CC, XC60 vehicles.

Volvo has identified that the lower flap in the capless unit that is located inside the fuel tank filler pipe, intermittently may not close completely after refueling. This could result in a Check Engine Light and Diagnostic Trouble Code ECM-P0044200.

The corrective action is to replace the fuel tank filler pipe per VIDA instruction VCC-501692-1.

Service Campaign S29878 affects 14,911 vehicles in the U.S. and 1,183 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 S29878 will be in effect until December 31, 2020 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 VRC2 – Vehicle Warranty where the message “Service Action S29878 Fuel Tank Filler Pipe” 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 23-S29878 for parts information.

PARTS RETURN

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

D. OWNER NOTIFICATION

No owner notification mailing 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. CAMPAIGN REIMBURSEMENT PROCEDURES (LONG FORM APPLICATION)

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

Claim Type: S29878
Cause Code: 02
CSC Code: XW
Main OP: 97097
Failed Part: 32242544, 32242545, 32242547

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97097	Replace Fuel Tank Filler Pipe	1	0.6 hrs



Parts Bulletin

TITLE:

**Service Action S29878: Fuel Tank Filler Pipe
Model Year 2017 - 2018 XC90, S90, V90, V90CC, XC60**

GROUP: 23	CAT/NO: S29878	REFERENCE BULLETINS: Quality Bulletin S29878	CAR MARKET: United States and Canada		
COPY TO / CIRCULATIONS (PLEASE INITIAL):				DATE:	
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	YEAR 2018	MONTH 09
				DAY 06	
					Page 1 of 1

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Reference Bulletins: Quality Bulletin S29878

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The following part numbers apply:

Part Number	Description	Qty
32242544 XC60	Fuel Filler Pipe	1
32242545 XC90	Fuel Filler Pipe	1
32242547 S90, V90, V90CC	Fuel Filler Pipe	1