



Jason Guidi

Director - Regulatory & Compliance

April 23, 2019

To: All U.S. and Canadian Volvo Retailers
Subject: Service Action S29926

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, have decided to launch Service Action S29926 on certain model year 2018 – 2019 XC60, S60, S90 and XC90 vehicles.

Volvo has identified that the Electric Rear Axle Drive (ERAD) thermostat may not completely open, which can result in low or no coolant flow and a Malfunction Indicator Lamp (MIL) illuminated.

The corrective action is to replace the ERAD thermostat with a T-Connector per VIDA VCC 486557-1, and insure it is installed in the proper orientation per the VIDA illustration. It is also important to bleed the engine cooling system per VIDA to complete the repair.

Service Action S29926 affects 5,755 vehicles in the U.S. and 748 in Canada.

OWNER NOTIFICATION

No owner notification mailing is planned 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 S29926 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
- Parts Bulletin

Your cooperation in completing Service Action S29926 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 J. Guidi".

Jason Guidi
Director - Regulatory & Compliance
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VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: Service Action S29926: ERAD Thermostat Removal Model Year 2018 - 2019 XC60, S60, S90, XC90 T8 Models				
GROUP: 26	CAT/NO: S29926	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada
REFERENCE BULLETINS: PB S29926			ISSUE DATE: 2019-04-23	STATUS DATE: 2019-04-23
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
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BULLETIN REFERENCE: PB S29926

- A. SERVICE ACTION S29926 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 S29926 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, have decided to launch Service Action S29926 on certain model year 2018 – 2019 XC60, S60, S90 and XC90 vehicles.

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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 S29926 will be in effect until June 30, 2021 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:

- Vehicle Inquiry – Vehicle Warranty where the message “Service Action S29926 ERAD Thermostat Removal” 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 S29926 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. CLAIM INSTRUCTIONS

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

Claim Type: S29926
Cause Code: 02
CSC Code: XW
Main OP: 99256
Failed Part: 32263957

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99256	Remove ERAD Thermostat	1	1.6



Parts Bulletin

TITLE:

**S29926: ERAD Thermostat Removal
MY 2018-2019 XC60, S60 S90, XC90 T8 Models**

GROUP: 2	CAT/NO: S29926	REFERENCE BULLETINS: QB S29926	CAR MARKET: United States and Canada	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: 2019-04-23	STATUS DATE: 2019-04-23
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				Page 1 of 1

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Reference Bulletins: QB S29926

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The following part numbers apply:

Part Number	Description	Qty
32263957	T Connector	1
31439821	Coolant	1.6