



Jason Guidi

Manager - Warranty, Regulatory & Compliance

February 18, 2016

To: All U.S. and Canadian Volvo Retailers
Subject: Service Campaign S29658

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S29658 for certain model year 2015 S80 and XC70 vehicles.

Volvo has identified that the rear mufflers may break apart from the exhaust pipes at the welds.

The corrective action is to replace both rear mufflers per the repair instructions in VIDA (Vehicle Information and Diagnostics for Aftersales).

Service Action S29658 affects 523 vehicles in the U.S. and 120 in Canada.

Vehicles in retailer inventory must be completed prior to sale.

OWNER NOTIFICATION

A customer notification letter will be mailed to eligible vehicle owners in March.

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 Campaign S29658 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
- Technical Journal
- Parts Bulletin

Your cooperation in completing Service Campaign S29658 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 Warranty, Regulations and Compliance office.

Drive Safely,

A handwritten signature in blue ink, appearing to read "Jason Guidi".

Jason Guidi
Manager – Warranty, Regulatory & Compliance
617-784-6027
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Quality Bulletin

TITLE:

**Service Campaign S29658: Replace Rear Mufflers
Model Year 2015 S80, XC70**

GROUP:
25

CAT/NO:
S29658

ISSUING DEPARTMENT:
Warranty

CAR MARKET:
United States and Canada

REFERENCE BULLETINS:
PB 25-S29658, TJ 31309

ISSUE DATE:
2016-02-18

STATUS DATE:
2016-02-18

Service Personnel:
Read and initial

SERVICE
MANAGER

SERVICE
WRITER

WARRANTY
ADMINISTRATOR

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"Right first time in Time"

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- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. CAMPAIGN REIMBURSEMENT PROCEDURES
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. RETAILER ALLOWANCE

A. SERVICE CAMPAIGN S29658 DESCRIPTION

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S29658 for certain model year 2015 S80 and XC70 vehicles.

Volvo has identified that the rear mufflers may break apart from the exhaust pipes at the welds.

The corrective action is to replace both rear mufflers per the repair instructions in VIDA (Vehicle Information and Diagnostics for Aftersales).

Service Campaign S29658 affects 523 vehicles in the U.S. and 120 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 Campaign S29658 will be in effect until **June 30, 2018** 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:

- Inquire in VRC² - Vehicle Warranty where the message “Service Campaign S29658 Replace Rear Mufflers” 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 25-S29658 and VIDA for part number information.

PARTS RETURN

No parts are required to be returned for this service campaign.

D. OWNER NOTIFICATION

A customer notification letter will be mailed to eligible vehicle owners in March.

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 repair. All eligible vehicles must have this repair completed prior to customer delivery.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Service Campaign S29658 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Level 1 Quality Tech.

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

Claim Type: S29658
Cause Code: 02
CSC Code: XW
Main OP: 97041
Failed Part: 31336835, 31461161, 31338505, 31338369, 31392840, 31392841

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97041	Replace Rear Mufflers	1	0.4



Technical Journal

TITLE:

Service Campaign S29658: Replace Rear MufflersREF NO:
TJ 31309ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Cars North AmericaISSUE DATE:
2016-02-18STATUS DATE:
2016-02-18FUNC GROUP:
2500FUNC DESC:
Inlet and exhaust systems

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“Right first time in Time”

Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2015-2015	21	0186025-0186843	0-0
136							2015-2015	21	0204043-0207320	0-0

CSC Customer Symptom Codes

Code	Description
XW	Service action/Recall/Service action/Recall

VST Operation Number

DTC Diagnostic Trouble Codes

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

Text

DESCRIPTION:

Volvo Car USA LLC (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S29658 for certain model year 2015 S80 and XC70 vehicles.

Volvo has identified that the rear mufflers may break apart from the exhaust pipes at the welds.

**NOTE:**

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

VEHICLE REPORT:

N/A

SERVICE:

The corrective action is to replace both rear mufflers per the repair instructions in VIDA (Vehicle Information and Diagnostics for Aftersales).



Parts Bulletin

TITLE:

Service Campaign S29658: Replace Rear Mufflers

GROUP:
25

CAT/NO:
S29658

REFERENCE BULLETINS:
QB S29658, TJ 31309

CAR MARKET:
United States and Canada

COPY TO / CIRCULATIONS (PLEASE INITIAL):

ISSUE DATE:
2016-02-18

STATUS DATE:
2016-02-18

GENERAL
MANAGER

PARTS
MANAGER

SERVICE
MANAGER

SALES
MANAGER

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Reference Bulletins: QB S29658, TJ 31309

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Parts Bulletin 25-S29658



Only the parts from the list below are to be used for this service campaign.
Please refer to VIDA to select the parts from this list that are needed for the vehicle.

Part Number	Description	Qty
31336835	Muffler	1
31461161	Muffler	1
31338505	Muffler	1
31338369	Muffler	1
31392840	Muffler	1
31392841	Muffler	1
30738976	Clamp	1
30742476	Clamp	1
30742432	Clamp	1