



# Quality Bulletin

TITLE:

**Service Action S49792: Rear Axle Shafts –  
Model Year 2016 XC90**

<b>GROUP:</b> 46	<b>CAT/NO:</b> S49792	<b>ISSUING DEPARTMENT:</b> Warranty		<b>CAR MARKET:</b> United States and Canada	
<b>REFERENCE BULLETINS:</b> TJ 32118				<b>ISSUE DATE:</b> 2016-11-18	<b>STATUS DATE:</b> 2016-11-18
<b>Service Personnel:</b> Read and initial		<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 3</b>

**“Right first time in Time”**

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**A. SERVICE ACTION S49792 DESCRIPTION**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S49792 on certain model year 2016 XC90 vehicles.

Volvo has identified that certain vehicles may have been manufactured with axle shaft boots that are out of specification. This can result in water and dirt ingress into the axle shaft boot and grease leakage over time.

The corrective action is to replace both rear axle shafts.

Service Action S49792 affects 6,028 vehicles in the U.S. and 192 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 S49792 will be in effect until **December 31, 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 VRC<sup>2</sup> - Vehicle Warranty where the message “Service Action S49792 Replace Rear Axle Shafts” 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 46-S49792.

### **PARTS RETURN**

No parts are required to be returned to Technical Material Analysis (TMA) for this service action.

## **D. OWNER NOTIFICATION**

No customer mailing is scheduled 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. CAMPAIGN REIMBURSEMENT PROCEDURES**

Service Action S49792 claims should be submitted using the LONG FORM application only.

## **H. TECHNICIAN COMPETENCY REQUIREMENT**

The technician competency requirement for this repair is Level 2 Certified Tech.



## Quality Bulletin 46-S49792

### I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

**Claim Type:** S49792  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 46602  
**Failed Part:** 36010091

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
46602	Replace (2) Rear Axle Shafts	1	0.8