



Jason Guidi

Director - Regulatory & Compliance

November 02, 2017

To: All U.S. Volvo Retailers
Subject: Service Action S29842

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Service Action S29842 on certain model year 2015 – 2016 XC60, S60, V60, S80, XC70 & 2016 XC90 vehicles **equipped with 4-cylinder engines.**

Volvo has identified that the spark plugs may crack due to abnormal combustion. The corrective action is replacement of the spark plugs with a new and improved design, per the VIDA instructions located in the VIDA path below.

Information – Repair - Removal, Replacement and Installation - 2 Engine With Mountings and Equipment, - 281 Ignition Coil, Spark Plug, Ignition Cable - Spark Plugs

Note: If a scheduled vehicle maintenance service that requires spark plug replacement is performed with this service action, the vehicle owner **should not** be charged for the spark plug replacement. Please follow the scheduled vehicle maintenance service intervals for spark plug replacement regardless of when this service action is performed.

Service Action S29842 affects 76,534 vehicles in the U.S.

Vehicles in retailer inventory must be completed prior to sale.

OWNER NOTIFICATION

No customer mailing is scheduled at this time.



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 S29842 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 S29842 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 Guidi".

Jason Guidi
Director - Regulatory & Compliance
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Quality Bulletin

TITLE:

**Service Action S29842: Replace Spark Plugs
Model Year 2015 – 2016 XC60, S60, V60, S80, XC70, 2016 XC90**

GROUP: 28	CAT/NO: S29842	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States	
REFERENCE BULLETINS: PB 28-S29842				ISSUE DATE: 2017-11-02	STATUS DATE: 2017-11-02
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

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BULLETIN REFERENCE: PB 28-S29842

- A. SERVICE ACTION S29842 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 S29842 DESCRIPTION

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Service Action S29842 on certain model year 2015 – 2016 XC60, S60, V60, S80, XC70 & 2016 XC90 vehicles equipped with 4-cylinder engines.

Volvo has identified that the spark plugs may crack due to abnormal combustion.

The corrective action is replacement of the spark plugs with a new and improved design, per the VIDA instructions located in the VIDA path below.

Information – Repair - Removal, Replacement and Installation - 2 Engine With Mountings and Equipment, - 281 Ignition Coil, Spark Plug, Ignition Cable - Spark Plugs

Note: If a scheduled vehicle maintenance service that requires spark plug replacement is performed with this service action, the vehicle owner **should not** be charged for the spark plug replacement. Please follow the scheduled vehicle maintenance service intervals for spark plug replacement regardless of when this service action is performed.



Service Action S29842 affects 76,534 vehicles in the U.S.

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 S29842 will be in effect until December 31, 2019 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 S29842 Replace Spark Plugs" 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-S29842 for parts information.

PARTS RETURN

No parts are required to be returned to 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. 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: S29842
Cause Code: 02
CSC Code: XW
Main OP: 97092
Failed Part: 31673604

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97092	Replace Spark Plugs	1	0.4

VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Parts Bulletin</h1>				
TITLE: Service Action S29842: Replace Spark Plugs Model Year 2015 – 2016 XC60, S60, V60, S80, XC70; 2016 XC90				
GROUP: 28	CAT/NO: S29842	REFERENCE BULLETINS: QB S29842	CAR MARKET: United States	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: 2017-11-02	STATUS DATE: 2017-11-02
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				Page 1 of 1

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Reference Bulletins: QB S29842

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Service Action S29842 on certain model year 2015 – 2016 XC60, S60, V60, S80, XC70 & 2016 XC90 vehicles equipped with 4-cylinder engines.

Volvo has identified that the spark plugs may crack due to abnormal combustion. The corrective action is replacement of the spark plugs with a new and improved design.

An initial allocation representing 20% of the vehicles retailed or in stock at your retail facility will be made starting on or about the week of November 6, 2017. After this one time allocation, you may order additional quantities using normal ordering procedure.

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Service Action S29842 affects 76,534 vehicles in the U.S.

PLEASE NOTE: Service Action S29842 will be in effect until **December 31, 2019** regardless of mileage.

The following part number applies:

Part Number	Description	Qty
31673604	Spark plug kit	1