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Jason Guidi

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Director - Regulatory & Compliance

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September 14, 2017

To: All U.S. and Canadian Volvo Retailers  
Subject: Service Action S29843

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S29843 on certain model year 2017 - 2018 XC90, V90 and model year 2018 XC60 vehicles equipped with the T8 engine.

Volvo has identified that the fuel tank filler pipe insert was manufactured out of specification. This could result in malfunction indicator lamp (MIL) illuminated and a Driver Information Module (DIM) message "check engine."

The corrective action is replacement of the filler pipe insert per the VIDA instructions located per the VIDA path below.

**Information → Repair → Removal, Replacement and Instructions → 2 Engine With Mountings and Equipment → 23 Fuel Systems → Fuel Tank, Fuel Lines, Evaporator System → Fuel Tank Filler Pipe Nozzle**

Service Action S29843 affects 868 vehicles in the U.S. and 137 in Canada.

**Vehicles in retailer inventory must be completed prior to sale.**

**OWNER NOTIFICATION**

No customer mailing is scheduled 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 S29843 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 S29843 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  
201-768-7300  
[jason.guidi@volvocars.com](mailto:jason.guidi@volvocars.com)



# Quality Bulletin

TITLE:

**Service Action S29843: Fuel Filler Pipe Insert – Model Year 2017 – 2018 XC90 & V90 with T8 Engine; 2018 XC60 with T8 Engine**

GROUP:  
23

CAT/NO:  
S29843

ISSUING DEPARTMENT:  
Warranty

CAR MARKET:  
United States and Canada

REFERENCE BULLETINS:  
PB 23-S29843

ISSUE DATE:  
2017-09-14

STATUS DATE:  
2017-09-14

Service Personnel:  
Read and initial

SERVICE  
MANAGER

SERVICE  
WRITER

WARRANTY  
ADMINISTRATOR

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## “Right first time in Time”

- A. SERVICE ACTION S29843 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 S29843 DESCRIPTION

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo), on behalf of Volvo Car Corporation, has decided to launch Service Action S29843 on certain model year 2017 - 2018 XC90, V90 and model year 2018 XC60 vehicles equipped with the T8 engine.

Volvo has identified that the fuel tank filler pipe insert was manufactured out of specification. This could result in malfunction indicator lamp (MIL) illuminated and a Driver Information Module (DIM) message “check engine.”

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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 S29843 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 VRC<sup>2</sup> - Vehicle Warranty where the message "Service Action S29843 Fuel Filler Pipe Insert" 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-S29843 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 1 Quality Tech.




## Quality Bulletin S29843

### H. CLAIM INSTRUCTIONS

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

**Claim Type:** S29843  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97114  
**Failed Part:** 32203722

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97114	Replace Filler Pipe Insert	1	0.1

VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Parts Bulletin</h1>				
TITLE: <b>S29843: Fuel Filler Pipe Insert – Model Year 2017-2018 XC90 &amp; V90 with T8 Engine; 2018 XC60 with T8 Engine</b>				
GROUP: <b>23</b>	CAT/NO: <b>S29843</b>	REFERENCE BULLETINS: <b>QB S29843</b>	CAR MARKET: <b>United States and Canada</b>	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: <b>2017-09-14</b>	STATUS DATE: <b>2017-09-14</b>
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				<b>Page 1 of 1</b>

**“Right first time in Time”**

## Reference Bulletins: QB S29843

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The following part number applies:

Part Number	Description	Qty
32203722	Insert	1