



Quality Bulletin

TITLE:

**Service Campaign S29650: Engine Oil Specification Upgrade
Model Year 2012 S60 Engine Code 62**

GROUP: 21	CAT/NO: S29650	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada
REFERENCE BULLETINS: PB 21-S29650, TJ 31443			ISSUE DATE: 2016-03-24
STATUS DATE: 2017-03-08			
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR
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“Right first time in Time”

Updates: Revised date in section “D.”

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A. SERVICE CAMPAIGN S29650 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada Limited (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S29650 for model year 2012 S60 vehicles with engine code 62.

Volvo has identified that upgrading the oil specification to ACEA A5/B5 Full Synthetic will help reduce carbon build up in the engine, and better align with the oil specification used in newer Volvos.

The corrective action is to install an engine oil specification decal in the engine compartment, and update the Owners and Warranty Manuals per Tech Journal 31443.

Please also communicate the updated engine oil specification change to the vehicle owner.

Service Campaign S29650 affects 30,819 vehicles in the U.S. and 1,399 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 S29650 will be in effect until **December 31, 2017** 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 S29650 Engine Oil Specification Upgrade" 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 21-S29650 for part number information.

PARTS RETURN

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

D. OWNER NOTIFICATION

Vehicle owners will be mailed a customer notification letter in March 2017.

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

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Service Campaign S29650 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

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



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I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

Claim Type: S29650
Cause Code: 02
CSC Code: XW
Main OP: 98600
Failed Part: 31416624

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
98600	Install Label & Manual Updates	1	0.2