



Jason Guidi

Manager - Warranty, Regulatory & Compliance

March 24, 2016

To: All U.S. and Canadian Volvo Retailers
Subject: Service Campaign S29650

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 Volvo's.

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.

Vehicles in retailer inventory must be completed prior to sale.

OWNER NOTIFICATION

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

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 S29650 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
- Parts Bulletin
- Technical Journal

Your cooperation in completing Service Campaign S29650 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 that reads "Jason Guidi".

Jason Guidi
Manager - Warranty, Regulatory & Compliance
617-784-6027
jason.guidi@volvocars.com



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	Page 1 of 3

“Right first time in Time”

Updates: Revised date in section “D.”

- A. SERVICE CAMPAIGN S29650 DESCRIPTION**
- 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 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.



Quality Bulletin S29650

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



Technical Journal

TITLE:
Service Campaign S29650: Engine Oil Specification Upgrade

REF NO: TJ 31443	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2016-06-15	STATUS DATE: 2016-06-15
FUNC GROUP: 2100	FUNC DESC: Engine	Page 1 of 9	

“Right first time in Time”

Attachment

File Name	File Size
QBI-489268-1_1_0_en-US.pdf	0.6509 MB
S60 MY2012 US - Owners Manual, page 303.pdf	0.0271 MB
S60 MY2012 US - Owners Manual, page 339 and 340.pdf	0.0597 MB
S60 MY2012 US - Warranty Manual, page 12.pdf	0.0533 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
134	62	B5254T5					2012-2012	22	0020113-0146365	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 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 Volvo'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 Campaign S29650 will be in effect until **December 31, 2017** regardless of mileage.

Vehicles affected by Service campaign S29650 will continue to have 7,500 mile or 12 months service interval.

Vehicles affected by Service Campaign S29650 with Factory Scheduled Maintenance (FSM) or any other Volvo Maintenance Contract will be reimbursed for full synthetic oil under warranty

SERVICE:

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

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

Fit the label in the engine compartment according to the attached instruction.

Print attached file: "S60 MY2012 US - Owners Manual, page 303" and update owners manual.

Print attached file "S60 MY2012 US - Owners Manual, page 339 and 340" and update owners manual.

Print attached file "S60 MY2012 US - Warranty Manual, page 12" and update warranty manual.

VEHICLE REPORT:

-

To view TJ attachment continue to next page. This TJ has four attachments.



Volvo Car Customer Service

QB Instruction VCC-489268-1

Title	Decal	Page	1 (3)
Action	Replacement	Operation number:	98600-2

Issue	Date	Reason
1	2015-11	First issue

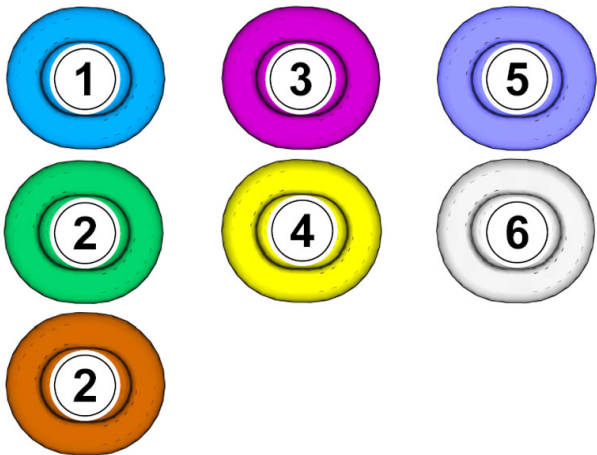
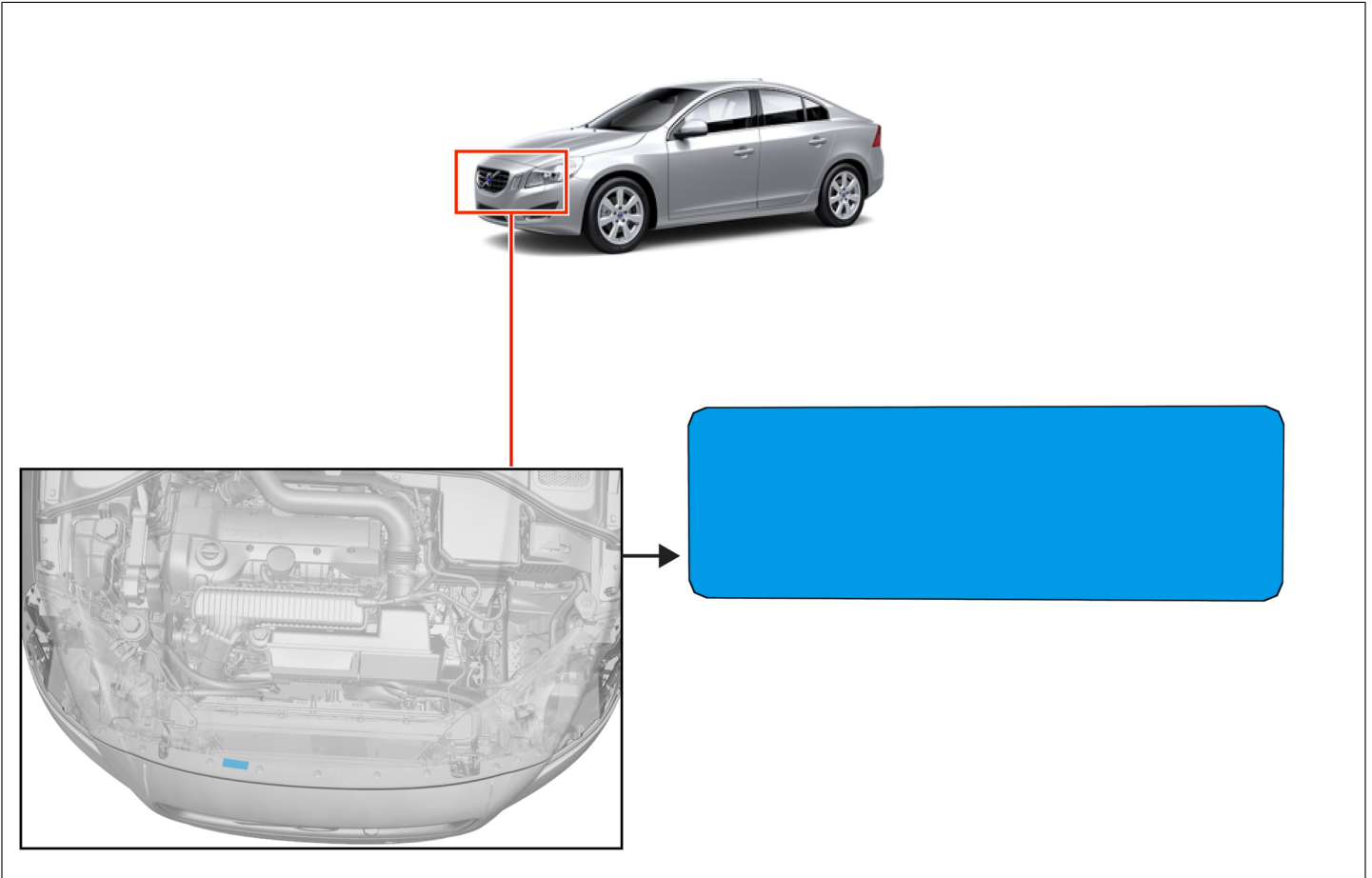
Affected vehicles

Model year	Model	Engine
2012	S60 (11-)	B5254T5

Materials

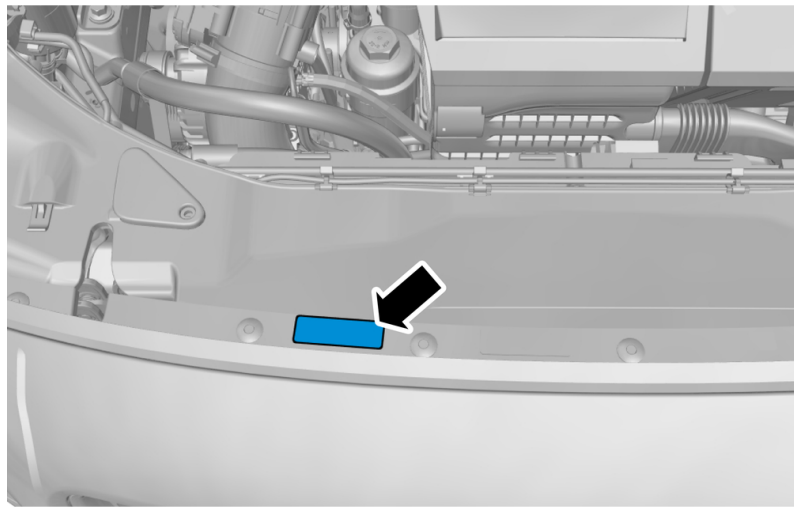
Materials	Qty.	Part No.	Notes
Decal	1.0	31416624	

Installation



Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.

- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not fully removed from the vehicle but only hung to the side.
- 5 . Used for standard tools and special tools.
- 6 . Used as background color for vehicle components.



Caution! Make sure that the surface is clean and free of foreign material.

Fit the decal.

Use: Isopropanol , 31375638



Engine oil

3. Add oil if necessary. If the level is close to the **MIN** mark, add approximately 0.5 US quarts (0.5 liters) of oil.
4. Recheck the level and add more oil if necessary until the level is near the **MAX** mark.



WARNING

Do not allow oil to spill onto or come into contact with hot exhaust pipe surfaces.

Specifications

Specification/Model	T5
Torque (Nm/rps)	360/30-67
Torque (ft. lbs./rpm)	266/1800-4000
No. of cylinders	5
Bore (in/mm)	3.27/83
Stroke (in/mm)	3.67/93.2
Displacement	2.52 liters / (153.8 cu. in.)
Compression ratio	9.0:1

Oil specifications

Full synthetic engine oil meeting the minimum ACEA A5/B5 must be used. Lower quality oils may not offer the same fuel economy, engine performance, or engine protection.

Volvo recommends:



Refer to the warranty and Service Records information booklet for information on oilchange intervals and oil type requirements.

NOTE

This vehicle comes from the factory with synthetic oil.

Oil additives must not be used.

Oil viscosity

Incorrect viscosity oil can shorten engine life under normal use. SAE 5W-30 will provide

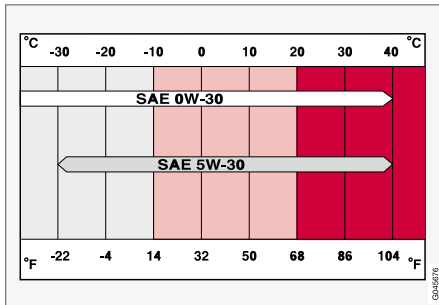
Specifications



good fuel economy and engine protection.
See the viscosity chart.

Extreme engine operation

SAE 0W-30 oil meeting ACEA A5/B5 requirements is recommended for extreme driving conditions.



Viscosity chart

Oil volume

Engine model		Volume (incl. filter)
T5 (5 cyl.)	B5254T5	6.02 US qts (5.7 liters)



Engine oil

Oil specifications

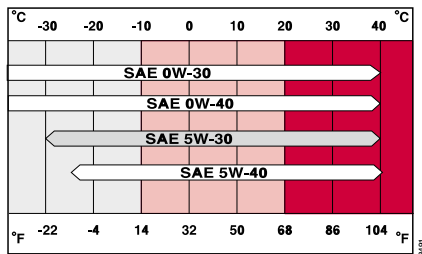
Only full synthetic oil meeting ACEA A5/B5 requirements should be used. Lower quality oils may not offer the same engine performance or engine protection.

Volvo recommends Castrol.

Oil additives must not be used.

Oil viscosity

Incorrect viscosity oil can shorten engine life under normal use. SAE 5W-30 will provide good fuel economy and engine protection. See the viscosity chart.



Viscosity chart

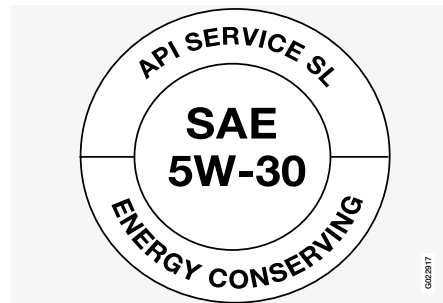
Extreme engine operation

Synthetic oils meeting SAE 0W-30 or 0W-40 and complying with oil quality requirements are recommended for driving in areas of sustained temperature extremes (hot or cold), when towing a trailer over long distances, and for prolonged driving in mountainous areas.

! IMPORTANT

Only full synthetic oil meeting ACEA A5/B5 requirements should be used. Lower quality oils may not offer the same engine performance or engine protection.

American Petroleum Institute (API) symbol



The API Service Symbol "donut" is divided into three parts:

- The upper section describes the oil's performance level.
- The center identifies the oil's viscosity.
- The lower section indicates whether the oil has demonstrated energy-conserving properties in a standard test in comparison to a reference oil.



Parts Bulletin

TITLE:

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

GROUP: 21	CAT/NO: S29650	REFERENCE BULLETINS: QB S29650, TJ 31443	CAR MARKET: United States and Canada	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: 2016-03-24	STATUS DATE: 2016-03-24
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				Page 1 of 1

“Right first time in Time”

Reference Bulletins: QB S29650, TJ 31443

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 Volvo’s.

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 TJ 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.

The following part number applies:

Part Number	Description	Qty
31416624	Decal	1