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Jason Guidi

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Director - Regulatory & Compliance

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January 04, 2019

To: All U.S. and Canadian Volvo Retailers  
Subject: Service Action S89923

Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S89923 on a limited number of model year 2019 V60 vehicles.

Volvo has identified that the affected vehicles have the incorrect front tire and wheel size of 19 inches printed on the tire label. The correct tire and wheel size for the front and rear is 18 inches. All the affected vehicles were manufactured correctly with 18 inch tires and wheels.

The corrective action is to replace the tire label.

Service Action S89923 affects 29 vehicles in Canada.

**Service Action S89923 will be in effect until June 30, 2021 regardless of mileage.**

**OWNER NOTIFICATION**

Tire labels will be sent directly to the attention of the service manager for all inventory or retailed vehicles. If the vehicle is retailed, please contact the vehicle owner and arrange to have the label replaced.

**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 S89923 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

Your cooperation in completing Service Action S89923 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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VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: <b>Service Action S89923: Tire Label Model Year 2019 V60</b>				
GROUP: <b>89</b>	CAT/NO: <b>S89923</b>	ISSUING DEPARTMENT: <b>Warranty</b>		CAR MARKET: <b>Canada</b>
REFERENCE BULLETINS:			ISSUE DATE: <b>2019-01-04</b>	STATUS DATE: <b>2019-01-04</b>
Service Personnel: <b>Read and initial</b>	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
			<b>Page 1 of 3</b>	

**“Right first time in Time”**

- A. SERVICE ACTION S89923 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 S89923 DESCRIPTION**

Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S89923 on a limited number of model year 2019 V60 vehicles.

Volvo has identified that the affected vehicles have the incorrect front tire and wheel size of 19 inches printed on the tire label. The correct tire and wheel size for the front and rear is 18 inches. All the affected vehicles were manufactured correctly with 18 inch tires and wheels.

The corrective action is to replace the tire label.

Service Action S89923 affects 29 vehicles 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 S89923 will be in effect until **June 30, 2021** 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 TIE - Claim Type S89923 Tire Label 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**

Tire labels will be sent directly to the attention of the service manager for all inventory or retailed vehicles. If the vehicle is retailed, please contact the vehicle owner and arrange to have the label replaced.

### **PARTS RETURN**

No parts are required to be returned to TMA for this service action.

## **D. OWNER NOTIFICATION**

Tire labels will be sent directly to the attention of the service manager for all inventory or sold vehicles. If the vehicle is sold, please contact the vehicle owner and arrange to have the label replaced.

## **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:** S89923  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99921

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99921	Replace Tire Label	1	0.1



## Volvo Car Customer Service

QB Instruction VCC-498326-4

<b>Title</b>	Label Trim Level	<b>Page</b>	1 ( 4 )
<b>Action</b>	Replacement	<b>Operation number:</b>	99921-2

<b>Issue</b>	<b>Date</b>	<b>Reason</b>
1	2018-12	First issue

### Affected vehicles

<b>Model year</b>	<b>Model</b>
2019	V60 (19-)

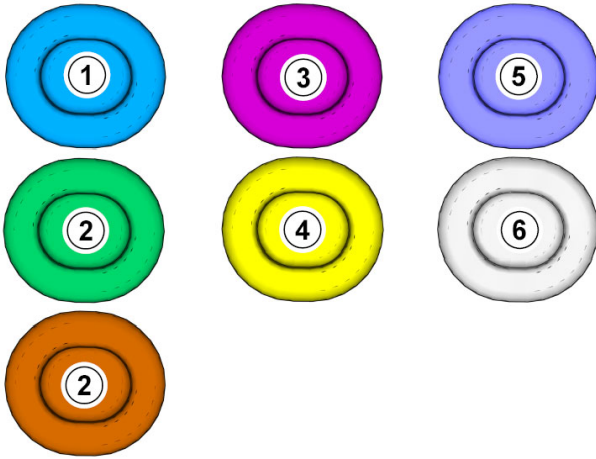
### Materials

<b>Materials</b>	<b>Qty.</b>	<b>Part No.</b>	<b>Notes</b>
Decal	1.0		Sent to service manager

### Equipment

<b>Designation</b>	<b>Part No.</b>
Hot-air gun	
Interior trim remover	

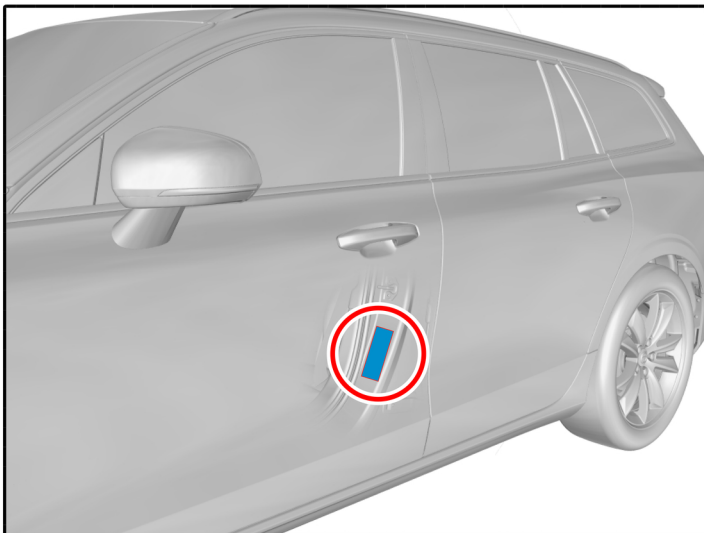
**Color symbols**

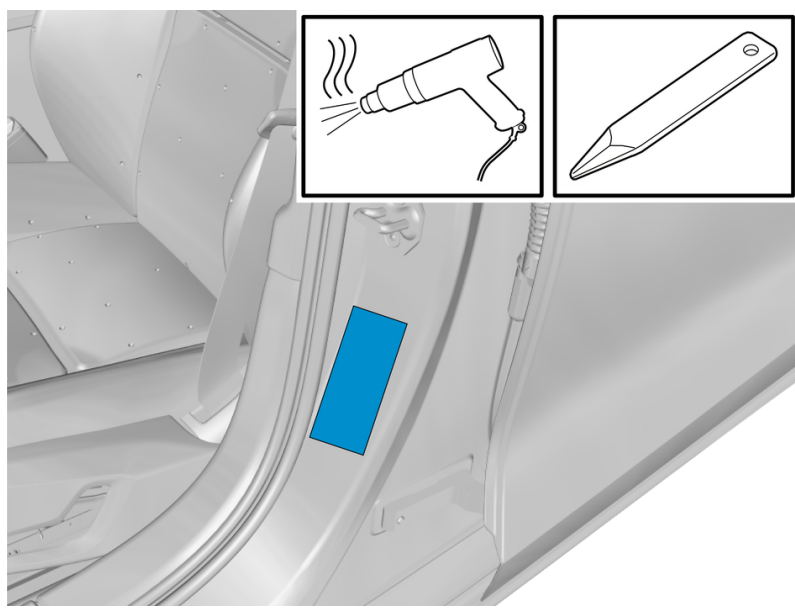


**Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.**

- 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.

**Removal**

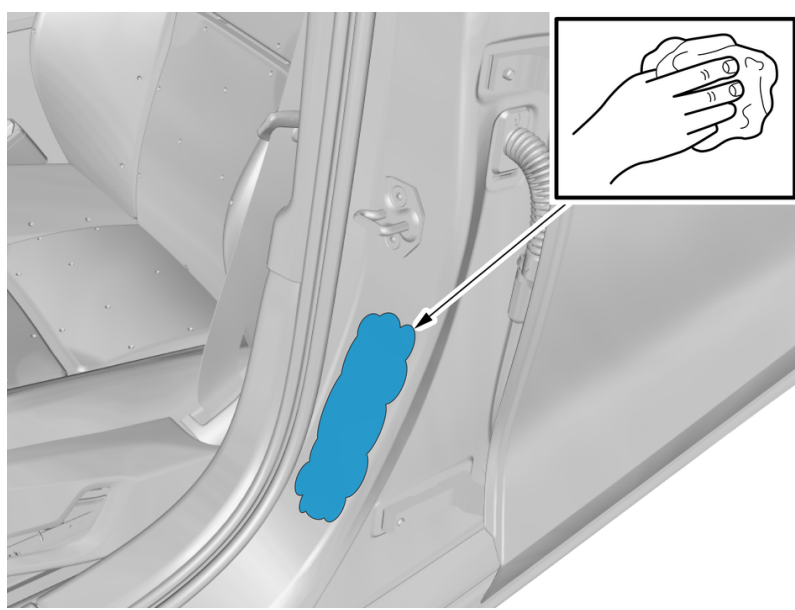




**Use:** Hot-air gun

**Use:** Interior trim remover

Remove the marked part.



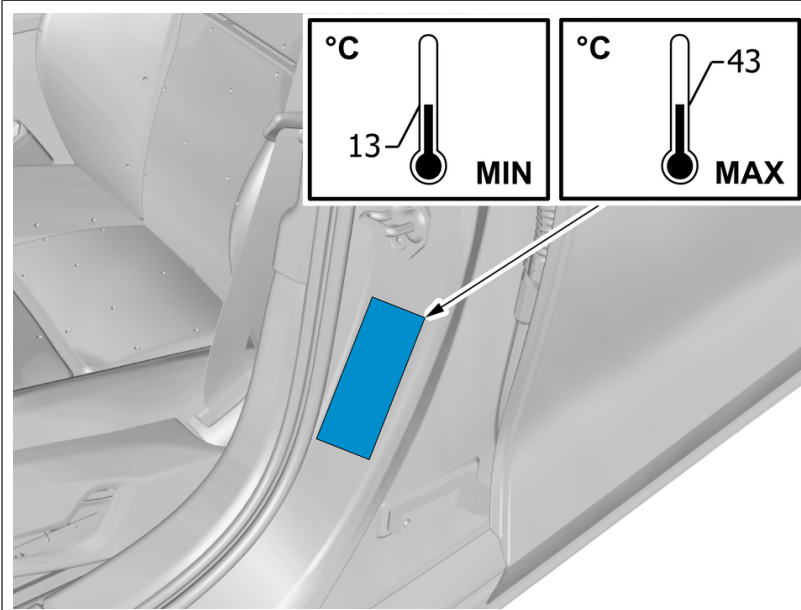
**Use:** Cleaning agent

Clean the marked area.

Use Isopropanol



Installation



Caution! Make sure that the component is at the specified temperature.



Fit the decal.