



Jason Guidi

Director - Regulatory & Compliance

February 27, 2019

To: All Canadian Volvo Retailers
Subject: Service Action S19850

Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S19850 on a **limited** number of model year 2019 V60 vehicles.

Volvo has identified that the wire tie is missing that retains the wiring harness on the left and right rear lower control arms.

The corrective action is to install the wire tie on the control arms per the attached instructions.

Service Action S19850 affects 9 vehicles in Canada.

Service Action S19850 will be in effect until June 30, 2021 regardless of mileage.

OWNER NOTIFICATION

Volvo Customer Care will contact vehicle owners directly and will coordinate the repair with the selling retailer.

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 S19850 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 S19850 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 F. Guidi". The signature is written in a cursive, flowing style.

Jason Guidi
Director - Regulatory & Compliance
201-768-7300
jason.guidi@volvocars.com

| | | | | |
|---|--------------------------|--|---|-----------------------------------|
| VOLVO CAR SERVICE AND PARTS BUSINESS | | |  | |
| <h1>Quality Bulletin</h1> | | | | |
| TITLE: Service Action S19850: Securing Wiring Harness (V60) Model Year 2019 V60 | | | | |
| GROUP: 11 | CAT/NO: S19850 | ISSUING DEPARTMENT: Warranty | | CAR MARKET: Canada |
| REFERENCE BULLETINS: PB S19850 | | | ISSUE DATE: 2019-02-27 | STATUS DATE: 2019-02-27 |
| Service Personnel: Read and initial | SERVICE MANAGER | SERVICE WRITER | WARRANTY ADMINISTRATOR | |
| | | | | |
| Page 1 of 3 | | | | |

“Right first time in Time”

BULLETIN REFERENCE: PB S19850

- A. SERVICE ACTION S19850 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 S19850 DESCRIPTION

Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S19850 on a **limited** number of model year 2019 V60 vehicles.

Volvo has identified that the wire tie is missing that retains the wiring harness on the left and right rear lower control arms.

The corrective action is to install the wire tie on the control arms per the attached instructions.

Service Action S19850 affects 9 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 S19850 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 VRC² – Vehicle Warranty where the message “Service Action S19850 Secure Wiring Harness” 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 S19850 for parts information.

PARTS RETURN

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

D. OWNER NOTIFICATION

Volvo Canada Customer Care will contact vehicle owners directly and will coordinate the repair with the selling retailer.

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: S19850
Cause Code: 02
CSC Code: XW
Main OP: 99921
Failed Part: 30640875

| <u>Operation Number</u> | <u>Repair Description</u> | <u>Qty</u> | <u>Labor Time</u> |
|-------------------------|---------------------------|------------|-------------------|
| 99921 | General Reimbursement | 1 | 0.1 |



Volvo Car Customer Service

QB Instruction VCC-485523-2

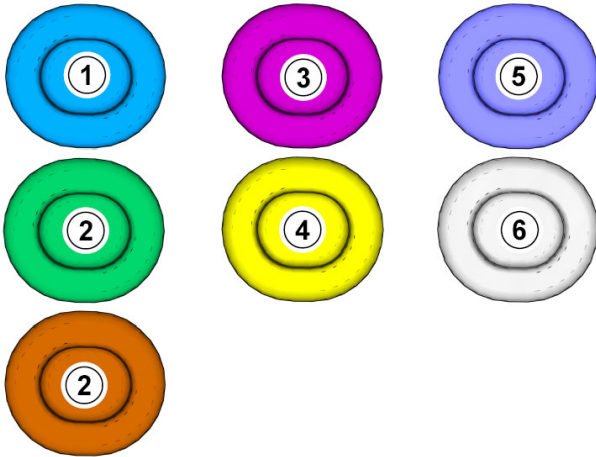
| | | | |
|---------------|-------------------------|--------------------------|---------|
| Title | Cable harness, securing | Page | 1 (3) |
| Action | Installation | Operation number: | 99921-2 |

| Issue | Date | Reason |
|--------------|-------------|---------------|
| 1 | 2019-02 | First issue |

Affected vehicles

| Model year | Model |
|-------------------|--------------|
| 2019 | V60 (19-) |

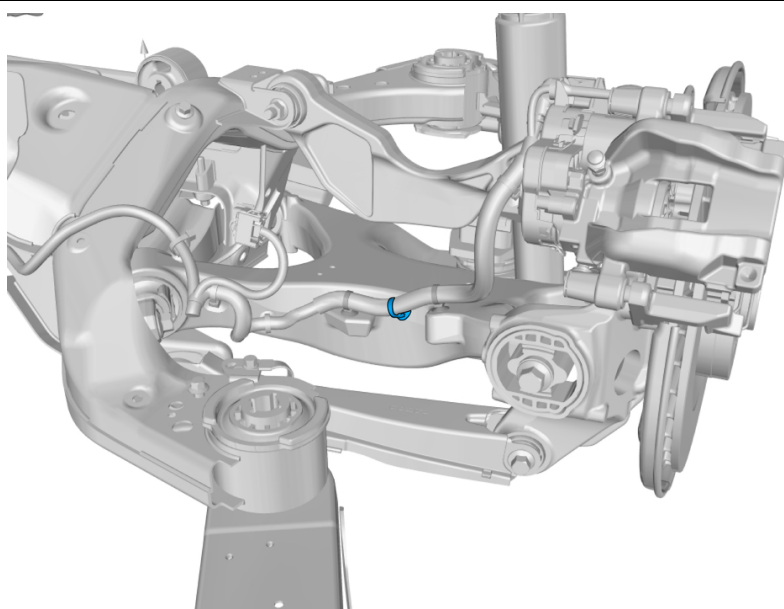
Color symbols



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.

Note! Orientation view



Follow instructions for lifting points body frame , refer to:

Specifications, mechanical

8 - Body and interior

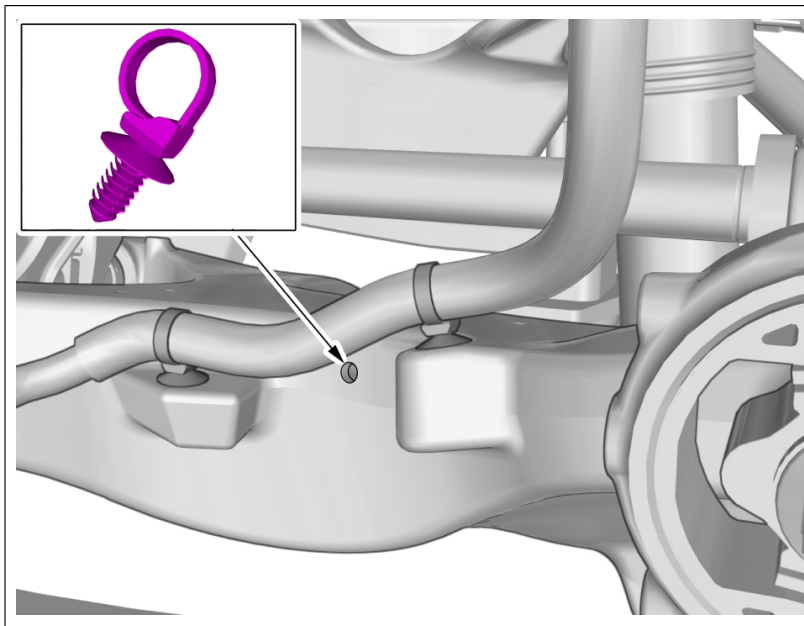
81 - Body frame

810 - general

Installation

Install the marked component.

On both sides.





Parts Bulletin

TITLE:

**Service Action S19850: Securing Wiring Harness (V60)
Model Year 2019 V60**

| | | | |
|---|--------------------------|--|----------------------------------|
| GROUP: 11 | CAT/NO: S19850 | REFERENCE BULLETINS: QB S19850 | CAR MARKET: Canada |
| COPY TO / CIRCULATIONS (PLEASE INITIAL): | | | ISSUE DATE: 2019-02-27 |
| GENERAL MANAGER | PARTS MANAGER | SERVICE MANAGER | SALES MANAGER |
| | | | |
| Page 1 of 1 | | | |

“Right first time in Time”

Reference Bulletins: QB S19850

Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S19850 on a **limited** number of model year 2019 V60 vehicles.

Volvo has identified that the wire tie is missing that retains the wiring harness on the left and right rear lower control arms.

The corrective action is to install the wire tie on the control arms per the attached instructions.

Service Action S19850 affects 9 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 S19850 will be in effect until June 30, 2021 regardless of mileage.

The following part number applies:

| Part Number | Description | Qty |
|-------------|-------------|-----|
| 30640875 | Cable tie | 2 |