



Jason Guidi

Director - Regulatory & Compliance

February 26, 2019

To: All U.S. and Canadian Volvo Retailers
Subject: Service Action S19854

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S19854 on a **limited** number of model year 2019 S60 vehicles.

Volvo has identified that the engine coolant mixture is incorrect. The corrective action is to drain and fill with new coolant to a 50/50 ratio per VIDA instruction VCC-370342-12.

Service Action S19854 affects 39 vehicles in the U.S. and 5 in Canada.

Service Action S19854 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 S19854 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 S19854 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: Service Action S19854: Replace Engine Coolant (S60) Model Year 2019 S60				
GROUP: 18	CAT/NO: S19854	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada
REFERENCE BULLETINS: PB S19854			ISSUE DATE: 2019-02-26	STATUS DATE: 2019-02-26
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
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BULLETIN REFERENCE: PB S19854

- A. SERVICE ACTION S19854 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 S19854 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S19854 on a **limited** number of model year 2019 S60 vehicles.

Volvo has identified that the engine coolant mixture is incorrect.

The corrective action is to drain and fill with new coolant to a 50/50 ratio per VIDA instruction VCC-370342-12.

Service Action S19854 affects 39 vehicles in the U.S. and 5 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 S19854 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 S19854 S60 Engine Coolant” 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 S19854 for parts information.

PARTS RETURN

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

D. OWNER NOTIFICATION

Volvo 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: S19854
Cause Code: 02
CSC Code: XW
Main OP: 99922
Failed Part: 31439821

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99922	General Reimbursement	1	0.2
99924	General Reimbursement	1	0.4



Parts Bulletin

TITLE:

**Service Action S19854: Replace Engine Coolant (S60)
Model Year 2019 S60**

GROUP: 18	CAT/NO: S19854	REFERENCE BULLETINS: QB S19854	CAR MARKET: United States and Canada	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: 2019-02-26	STATUS DATE: 2019-02-26
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
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Reference Bulletins: QB S19854

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The following part number applies:

Part Number	Description	Qty
31439821	Coolant	1