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Jason Guidi

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Director - Regulatory & Compliance

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June 13, 2019

To: All U.S. and Canadian Volvo Retailers  
Subject: Service Action S29942

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, have decided to launch Service Action S29942 on certain model year 2019 XC40 vehicles.

Volvo has identified that the catalytic converter diagnosis is not running as often as required. This condition does not affect vehicle drivability nor will it inhibit the OBDII system from monitoring, detecting and subsequently storing a corresponding diagnostic trouble code in system memory. Please note that there are no customer symptoms associated with this issue and vehicle drivability is not affected.

The corrective action is to perform a total upgrade.

Service Action S29942 affects 21,607 vehicles in the U.S and 2,326 in Canada.

**OWNER NOTIFICATION**

No owner notification mailing is planned at this time.

**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 S29942 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 S29942 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 J. Guidi".

Jason Guidi  
Director - Regulatory & Compliance  
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VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: <b>Service Action S29942: XC40 Total Upgrade Model Year 2019 XC40</b>				
GROUP: <b>29</b>	CAT/NO: <b>S29942</b>	ISSUING DEPARTMENT: <b>Warranty</b>		CAR MARKET: <b>United States and Canada</b>
REFERENCE BULLETINS: <b>PB S29942</b>			ISSUE DATE: <b>2019-06-13</b>	STATUS DATE: <b>2019-06-13</b>
Service Personnel: <b>Read and initial</b>	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
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**“Right first time in Time”**

**BULLETIN REFERENCE: PB S29942**

- A. SERVICE ACTION S29942 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 S29942 DESCRIPTION**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S29942 on certain model year 2019 XC40 vehicles.

Volvo has identified that the catalytic converter diagnosis is not running as often as required. This condition does not affect vehicle drivability nor will it inhibit the OBDII system from monitoring, detecting and subsequently storing a corresponding diagnostic trouble code in system memory. Please note that there are no customer symptoms associated with this issue and vehicle drivability is not affected.

The corrective action is to perform a total upgrade.

Service Action S29942 affects 21,607 vehicles in the U.S and 2,326 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 S29942 will be in effect until June 30, 2022 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:

- Vehicle Inquiry – Vehicle Warranty where the message “Service Action S29942 XC40 Total 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 S29942 for parts information.

### **PARTS RETURN**

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

## **D. OWNER NOTIFICATION**

No owner notification mailing is planned at this time.

## **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:** S29942  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97638  
**Failed Part:** 31676056

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97638	Total Upgrade	1	0.7

**If the car is not yet retailed, a Pre Delivery Service (PDS) Software Upgrade must be performed within 5 days of delivery. Do not claim this total upgrade per S29942 if the vehicle is not yet retailed.**

**Vehicles that have the PDS performed will be manually marked complete for S29942.**



# Parts Bulletin

TITLE:

**Service Action S29942: XC40 Total Upgrade  
Model Year 2019 XC40**

<b>GROUP:</b> 29	<b>CAT/NO:</b> S29942	<b>REFERENCE BULLETINS:</b> QB S29942		<b>CAR MARKET:</b> United States and Canada	
<b>COPY TO / CIRCULATIONS (PLEASE INITIAL):</b>				<b>ISSUE DATE:</b> 2019-06-13	<b>STATUS DATE:</b> 2019-06-13
<b>GENERAL MANAGER</b>	<b>PARTS MANAGER</b>	<b>SERVICE MANAGER</b>	<b>SALES MANAGER</b>		
				<b>Page 1 of 1</b>	

**“Right first time in Time”**

**Reference Bulletins: QB S29942**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, have decided to launch Service Action S29942 on certain model year 2019 XC40 vehicles.

Volvo has identified that the catalytic converter diagnosis is not running as often as required. This condition does not affect vehicle drivability nor will it inhibit the OBDII system from monitoring, detecting and subsequently storing a corresponding diagnostic trouble code in system memory. Please note that there are no customer symptoms associated with this issue and vehicle drivability is not affected.

The corrective action is to perform a total upgrade.

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The following part number applies:

<b>Part Number</b>	<b>Description</b>	<b>Qty</b>
31676056	Total upgrade	1