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Jason Guidi

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Director - Regulatory & Compliance

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October 16, 2019

To: All U.S. and Canadian Volvo Retailers

Subject: Service Action S39920 – XC40 Tailgate Handle Modification

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, have decided to launch Service Action S39920 on certain model year 2019 – 2020 XC40 vehicles.

Volvo has identified that the tailgate handle may crack under certain conditions. As a preventive measure, Volvo has developed a modification to the tailgate handle that involves installation of 2 bushings and 2 new tailgate handle mounting screws.

**PLEASE NOTE:** If you have a vehicle with a cracked tailgate handle, please replace it and submit a claim under the New Car Warranty. The vehicle will still require the service action detailed in this bulletin to be completed.

Service Action S39920 affects 23,623 vehicles in the U.S. and 2,392 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 S39920 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 S39920 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  
617-784-6027  
jason.guidi@volvocars.com



# Quality Bulletin

TITLE:

**Service Action S39920: XC40 Tailgate Handle Modification  
Model Year 2019 - 2020 XC40**

**GROUP:**  
**83**

**CAT/NO:**  
**S39920**

**ISSUING DEPARTMENT:**  
**Warranty**

**CAR MARKET:**  
**United States and Canada**

**REFERENCE BULLETINS:**  
**PB 83-S39920**

**ISSUE DATE:**  
**2019-10-16**

**STATUS DATE:**  
**2019-10-16**

**Service Personnel:**  
**Read and initial**

**SERVICE  
MANAGER**

**SERVICE  
WRITER**

**WARRANTY  
ADMINISTRATOR**

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**“Right first time in Time”**

## BULLETIN REFERENCE PB 83-S39920

- A. SERVICE ACTION S39920 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 S39920 DESCRIPTION

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S39920 on certain model year 2019 - 2020 XC40 vehicles.

Volvo has identified that the tailgate handle may crack under certain conditions. As a preventive measure, Volvo has developed a modification to the tailgate handle that involves installation of 2 bushings and 2 new tailgate handle mounting screws.

**PLEASE NOTE:** If you have a vehicle with a cracked tailgate handle, please replace it and submit a claim under the New Car Warranty. The vehicle will still require the service action detailed in this bulletin to be completed.

Service Action S39920 affects 23,623 vehicles in the U.S and 2,392 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 S39920 will be in effect until **December 31, 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 S39920 Tailgate Handle Modification” 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 83-S39920 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 1 Quality Tech.



## Quality Bulletin S39920

### H. CLAIM INSTRUCTIONS

Labor reimbursement is effective at time of release and may change in the future.

**Claim Type:** S39920  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97640  
**Failed Part:** 32149869

| <u>Operation Number</u> | <u>Repair Description</u>    | <u>Qty</u> | <u>Labor Time</u> |
|-------------------------|------------------------------|------------|-------------------|
| 97640                   | Tailgate Handle Modification | 1          | 0.1               |



## Volvo Car Customer Service

QB Instruction VCC-514275-1

|               |                                 |                          |         |
|---------------|---------------------------------|--------------------------|---------|
| <b>Title</b>  | Outer tailgate/trunk lid handle | <b>Page</b>              | 1 ( 5 ) |
| <b>Action</b> | Product fix                     | <b>Operation number:</b> |         |

| <b>Issue</b> | <b>Date</b> | <b>Reason</b> |
|--------------|-------------|---------------|
| 1            | 2019-09     | First issue   |

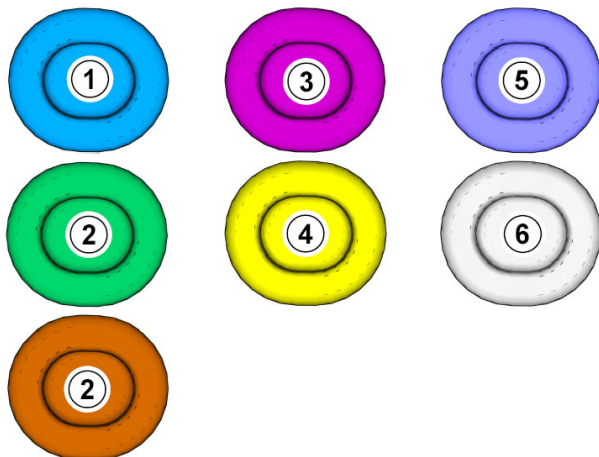
### Affected vehicles

| <b>Model year</b> | <b>Model</b> |
|-------------------|--------------|
| 2019-2020         | XC40         |

### Materials

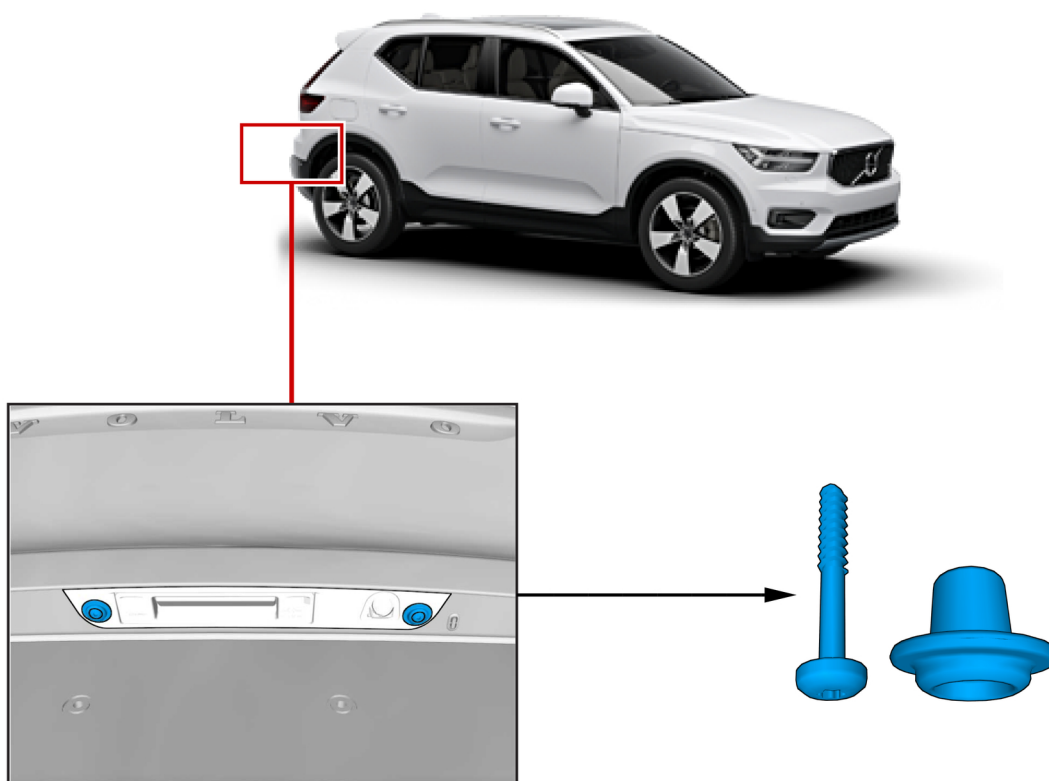
| <b>Materials</b> | <b>Qty.</b> | <b>Part No.</b> | <b>Notes</b>                       |
|------------------|-------------|-----------------|------------------------------------|
| Bushing Kit      | 1.0         | 32149869        | (Kit includes bushings and screws) |

## Color symbols

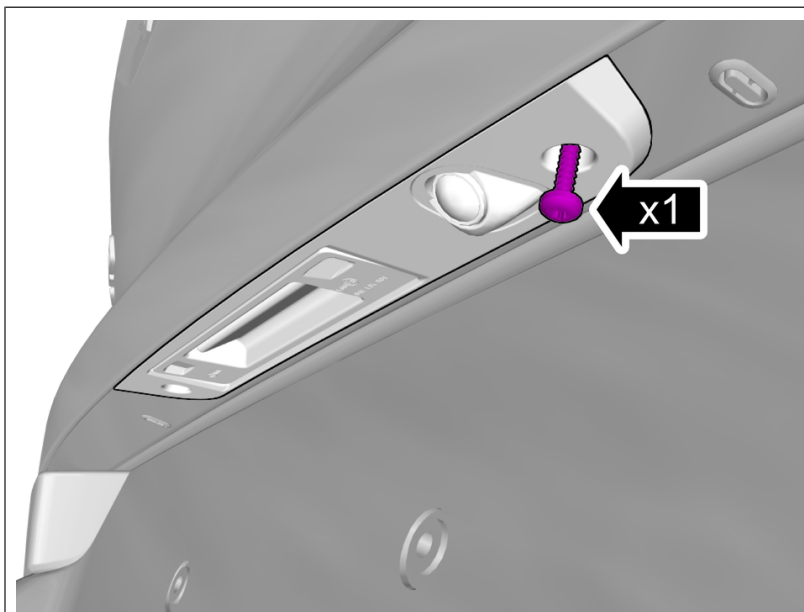


**Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.**

- 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.



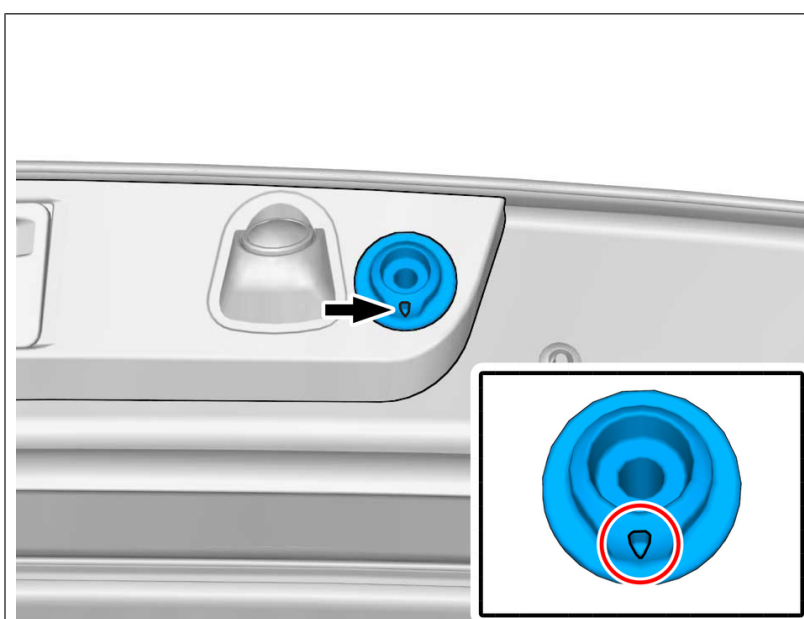
### Removal



**Note! One side at a time.**

Remove the screw.  
The part is not to be reused.

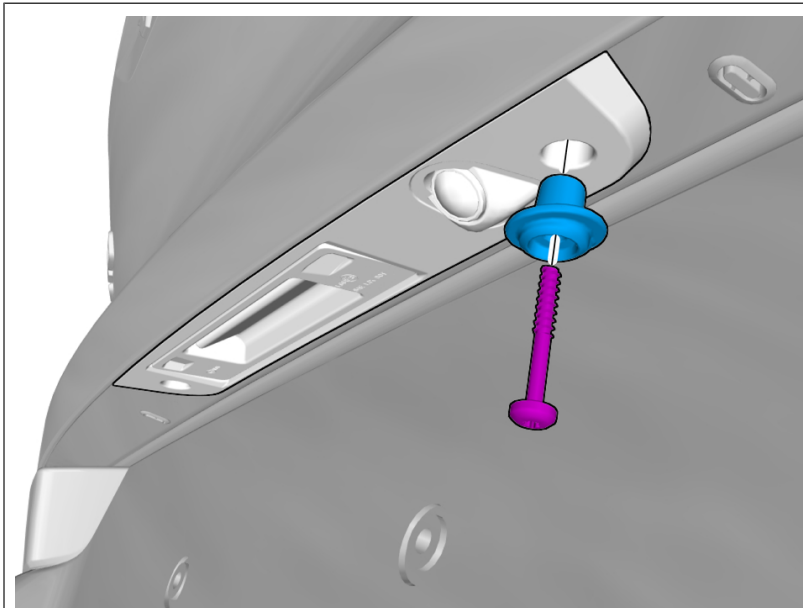
### Installation



**Note! Orientation view**

Note the position.





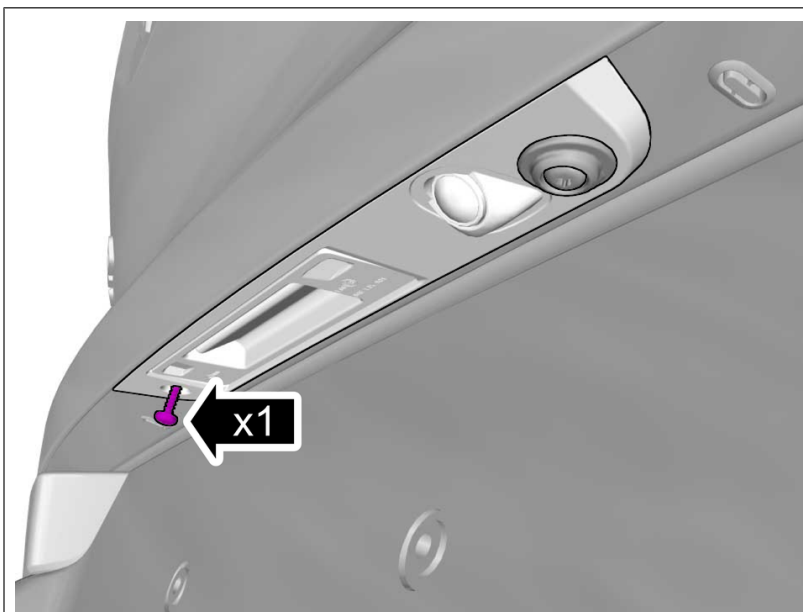
Install component/components from the repair kit.

Tighten the screw.

**Torque:**

Tailgate/trunklid handle , 2 Nm

**Removal**



**Note! One side at a time.**

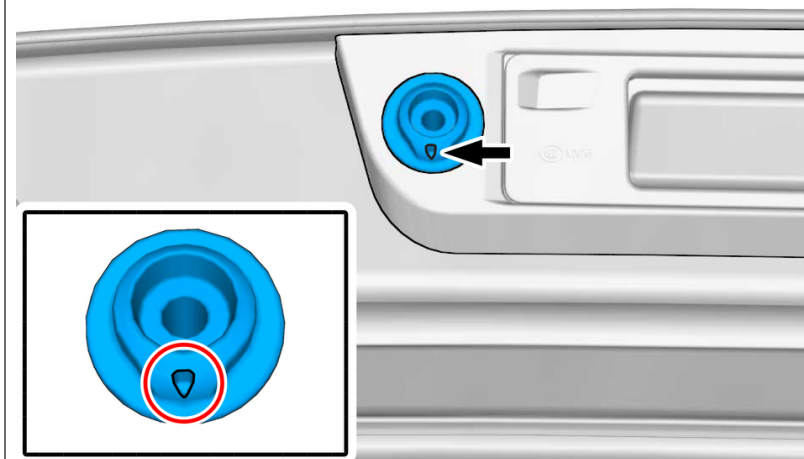
Remove the screw.

The part is not to be reused.

## Installation

**Note! Orientation view**

Note the position.

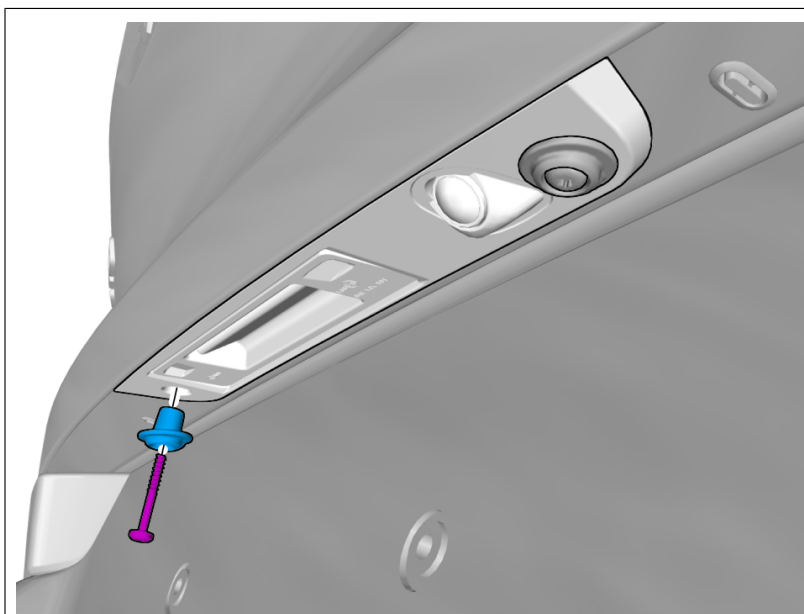


Install component/components from the repair kit.

Tighten the screw.

**Torque:**

Tailgate/trunklid handle , 2 Nm





# Parts Bulletin

TITLE:

**Service Action S39920: XC40 Tailgate Handle Modification  
Model Year 2019-2020 XC40**

**GROUP:**  
**83**

**CAT/NO:**  
**S39920**

**REFERENCE BULLETINS:**  
**QB S39920**

**CAR MARKET:**  
**United States and Canada**

**COPY TO / CIRCULATIONS (PLEASE INITIAL):**

**ISSUE DATE:**  
**2019-10-16**

**STATUS DATE:**  
**2019-10-16**

**GENERAL  
MANAGER**

**PARTS  
MANAGER**

**SERVICE  
MANAGER**

**SALES  
MANAGER**

**Page 1 of 1**

**“Right first time in Time”**

## Reference Bulletins: QB S39920

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Service Action S39920 will be in effect until December 31, 2022 regardless of mileage.

The following part number applies:

| Part Number | Description  | Qty |
|-------------|--------------|-----|
| 32149869    | Bushing Kit* | 1   |

\*Includes 2 Bushings and 2 Screws