



Vincent D'Auria

Senior Manager Product, Safety & Compliance - Regulatory & Compliance

March 8, 2021

To: Canadian Volvo Retailers
Subject: Service Action – S10082

Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S10082 on certain model year 2021 - 2022 XC40 vehicles.

Volvo has identified that a conflict between the air condition pressure hose and air condition suction hose, may cause risk of chafing.

The corrective action is to replace the rubber sleeve on the air condition hose to prevent chafing.

S10082 affects 39 vehicles in Canada ONLY.

OWNER NOTIFICATION

No owner notification 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 S10082 is proceeding smoothly.

A complete description of the service action requirements and claim submission procedures will follow in a Quality Bulletin with Quality Bulletin Instructions.



It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Quality Bulletin
- Quality Bulletin Instructions

Your cooperation in completing Service Action S10082 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 Product Safety and Compliance office.

Drive Safely,

A handwritten signature in blue ink, appearing to read "Vincent D'Auria".

Vincent D'Auria
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Quality Bulletin

TITLE:

**Service Action S10082: Air Condition Hose Conflict,
XC40 Model Year 2021 - 2022**

GROUP: 8741	CAT/NO: S10082	ISSUING DEPARTMENT: Product, Safety and Compliance		CAR MARKET: Canada Only	
REVISIONS:				ISSUE DATE: 2021-03-08	STATUS DATE: 2021-03-08
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

“Right first time in Time”

- A. SERVICE ACTION S10082 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. QUALITY BULLETIN INSTRUCTIONS
- F. VEHICLES IN RETAILER INVENTORY
- G. RETAILER RESPONSIBILITY
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. SERVICE ACTION REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

A. SERVICE ACTION S10082 DESCRIPTION

Volvo Car Canada LTD on behalf of Volvo Car Group, has decided to launch Service Action S10082 on certain model year 2021 -2022 XC40 vehicles.

Volvo has identified that a conflict between the air condition pressure hose and air condition suction hose, may cause risk of chafing.

The corrective action is to replace the rubber sleeve on the air condition hose to prevent chafing.

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B. VEHICLES INVOLVED

NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION. VEHICLES IN RETAILER INVENTORY MUST BE UPGRADED PRIOR TO SALE.



Vehicle eligibility must be confirmed:

- Vehicle Inquiry - **Warranty Vehicle Inquiry** where the message “Service Action S10082 AC Hose Conflict” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10082 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles must be checked for any incomplete Recalls, Service Campaigns or Service Actions. All open Recall, Service Campaign or Service Action repairs must be completed.

C. PARTS INFORMATION

Please refer to the Parts Bulletin.

D. OWNER NOTIFICATION

No owner notification is planned at this time.

E. QUALITY BULLETIN INSTRUCTIONS

Please refer to the Quality Bulletin Instruction - QBI-520555-1 for correct repair method.

F. VEHICLES IN RETAILER INVENTORY

Vehicles in retailer inventory must be completed prior to sale.

G. 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.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this repair is Level 2 Master Certified Technician.



Quality Bulletin S10082

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

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

Claim Type: S10082
Cause Code: 02
CSC Code: XW
Main OP: 97747
Failed Part: 31201519

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97747-2	Hose/pipe side beam compressor sleeve mount acc. To QB S10082	1	0.6



Volvo Car Customer Service

QB Instruction VCC-520555-1

Title	Connector Block to Air Conditioning Compressor (AC) Line	Page	1 (5)
Action	Product fix	Operation number:	97747-2

Issue	Date	Reason
1	2021-02	First issue

Affected vehicles

Model year	Model	Engine
2021, 2022	XC40	E400V6

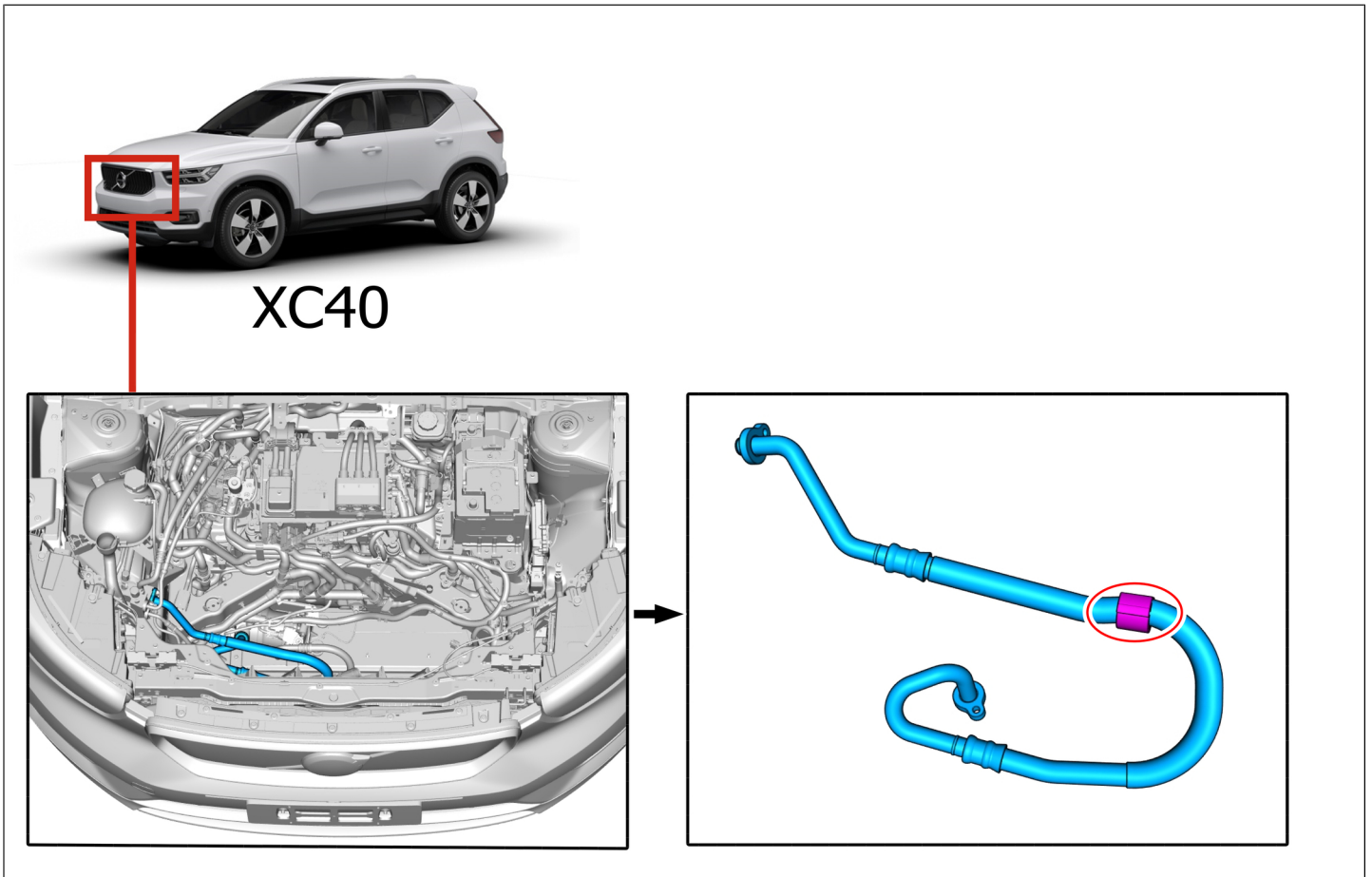
Materials

Materials	Qty.	Part No.	Notes
Strip clamp	1.0	983750	
Sleeve	1.0	31201519	

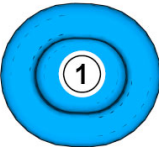
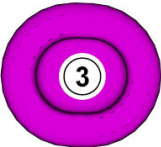
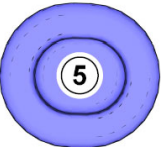
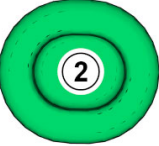
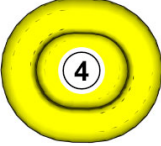

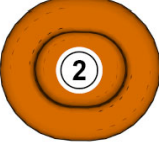
Equipment

Designation	Part No.
Cutting pliers	

Orientation view



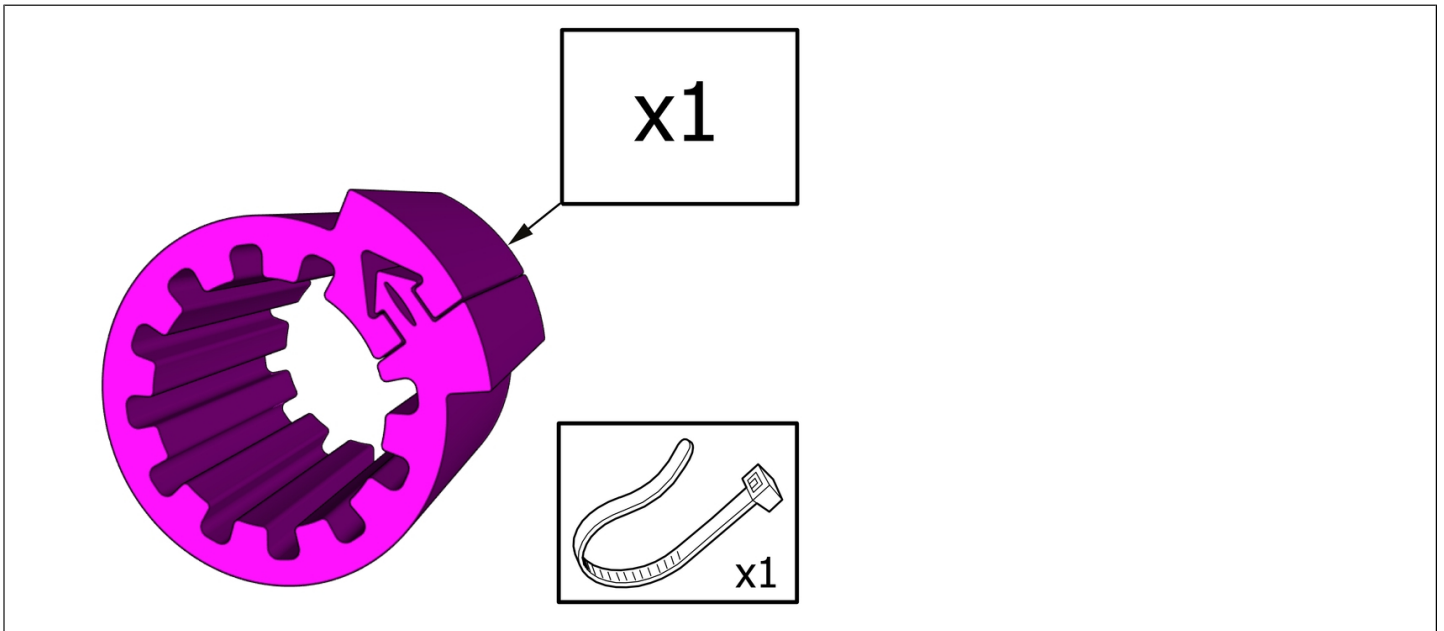
Color symbols

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.

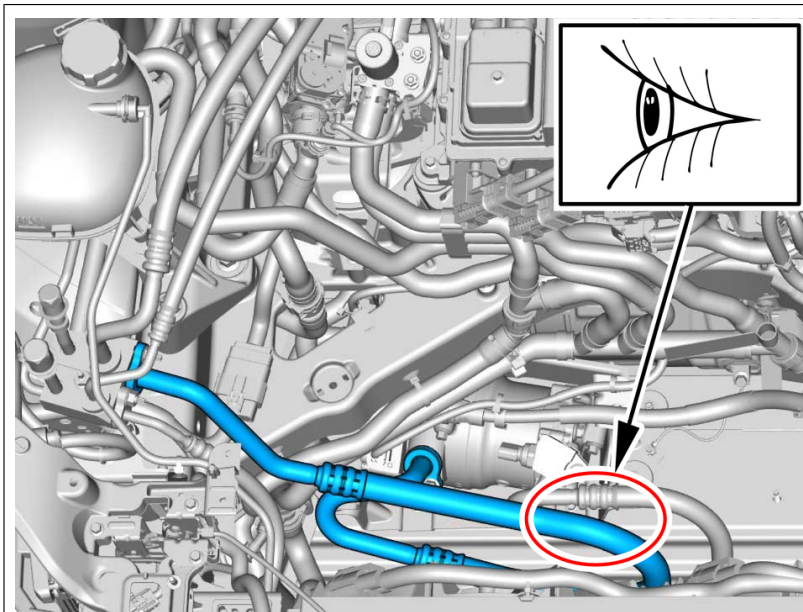
- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not 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.

Materials



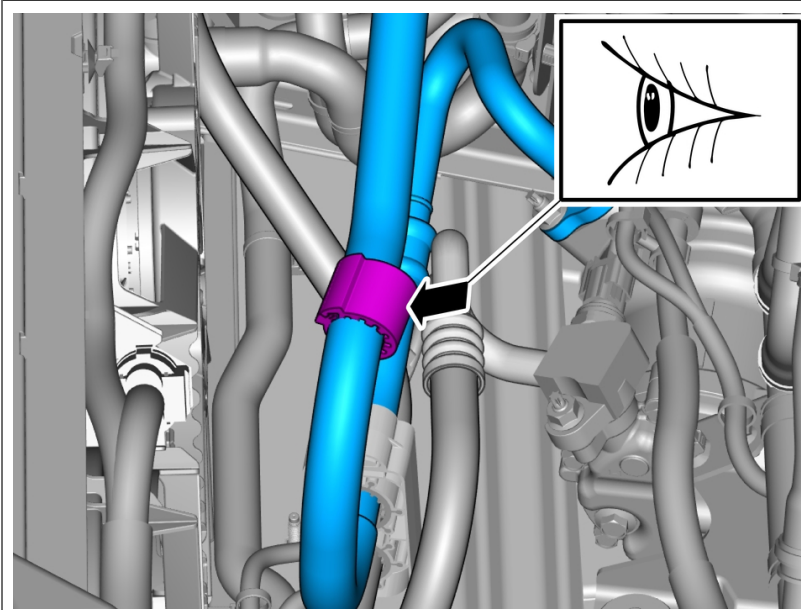
Removal

Remove luggage compartment, front , refer to:
8 - Body and interior
85 - Interior
855 - other upholstery

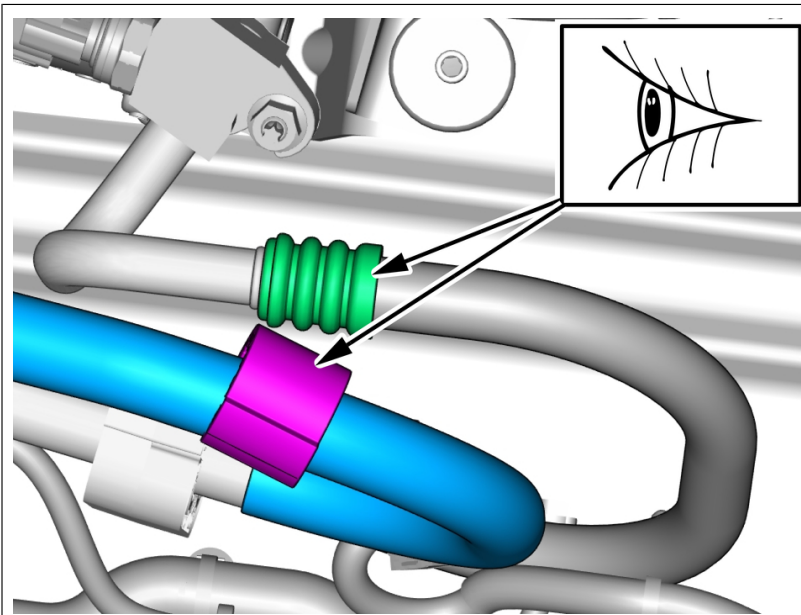


Note! Orientation view

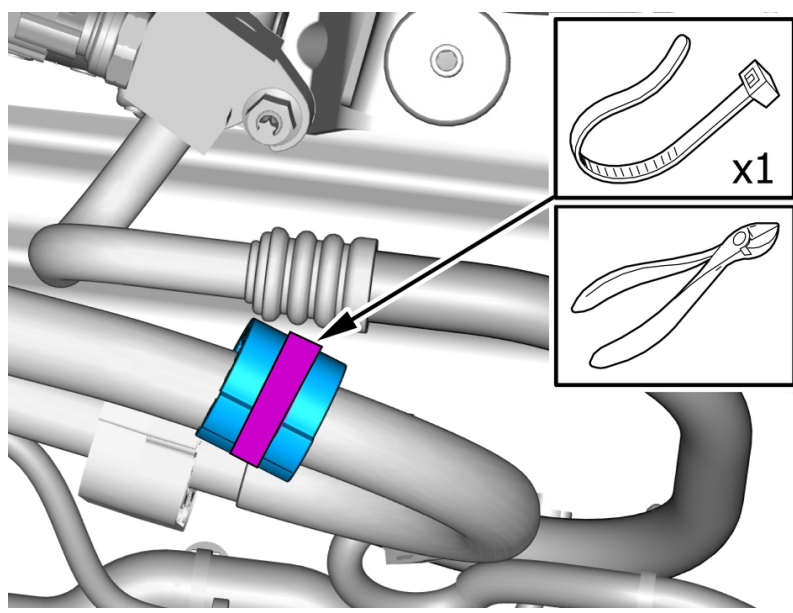
Adjustment



Install the marked component.



Caution! Make sure that the component is positioned correctly.



Install the marked component.

Use: Strip clamp , 983750

Use: Cutting pliers

Installation

To install, reverse the removal procedure.



Parts Bulletin

TITLE:

Service Action S10082: Air Condition Hose Conflict

GROUP: 80	CAT/NO: S10082	REFERENCE BULLETINS: QB S10082	CAR MARKET: Canada		
COPY TO / CIRCULATIONS (PLEASE INITIAL):				ISSUE DATE: 2021-03-09	STATUS DATE: 2021-03-09
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER		
				Page 1 of 1	

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Reference Bulletins: QB S10082

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The following part numbers apply:

Part Number	Description	Qty
983750	Strip Clamp	1
31201519	Sleeve	1