



Quality Bulletin

TITLE:

**Recall R19938: Inspect Rear Suspension Toe Link Lock Nuts
Model Year 2019 S60**

GROUP:	CAT/NO: R19938	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada	
REFERENCE BULLETINS: PB R19938				ISSUE DATE: 2019-04-25	STATUS DATE: 2019-04-25
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

“Right first time in Time”

BULLETIN REFERENCE PB R19938

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A. **RECALL R19938 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R19938 on model year 2019 S60 vehicles.

Volvo has identified that the rear suspension toe link flange lock nut on both sides may not have been tightened.

The corrective action is to inspect the rear toe link flange lock nut on both sides to verify they are assembled correctly. If the flange lock nut is loose, install a new flange bolt and flange lock nut. Please refer to the attached repair instructions.

A total of 8,266 U.S. and 909 Canadian vehicles are eligible for this recall.



B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry - Vehicle Warranty where the message “Recall R19938 Rear Toe Link Lock Nuts” will appear for eligible vehicles or check eligibility in TIE.

All vehicles should be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed. If you have any questions concerning this recall send them to recall@volvocars.com.

C. PARTS / PARTS RETURN

Please refer to Parts Bulletin R19938.

Volvo anticipates most vehicles eligible for this recall will need an inspection only. Please only order parts when you have confirmed a vehicle requires replacement of the flange bolt and flange lock nut per the attached repair instructions.

PORT VEHICLES

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades prior to delivery.

D. OWNER NOTIFICATION

The owner notification letters are scheduled to be mailed in June.

E. VEHICLES IN RETAILER INVENTORY

It is a violation of federal law for a retailer to deliver any new Volvo that is eligible for a recall. Retailers are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

F. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Recall R19938 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 – Certified Tech.



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I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

Claim Type: R19938
Cause Code: 02
CSC Code: XW
Main OP: 99922
Failed Part: 985938

INSPECTION

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99922	Lock Nut Inspection	1	0.2

REPLACEMENT OF BOLT AND NUT ONLY IF NEEDED

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99921	Replacement of Nut and Bolt	1	0.1