



Jason Guidi

Director - Regulatory & Compliance

May 06, 2019

To: All U.S. and Canadian Volvo Retailers
Subject: Service Action S79852

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, have decided to launch Service Action S79852 on certain model year 2016 XC90 vehicles.

Volvo has identified that the rear air spring dust cover may fall down.

The corrective action is to replace the existing cable ties on both rear air spring dust covers with a steel clamp per the attached instructions.

Service Action S79852 affects 2,008 vehicles in the U.S. and 157 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 S79852 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 S79852 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
201-768-7300
jason.guidi@volvocars.com



Quality Bulletin

TITLE:

**Service Action S79852: Rear Air Spring Dust Cover Clamps
Model Year 2016 XC90 Models with Air Suspension**

GROUP: 72	CAT/NO: S79852	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada	
REFERENCE BULLETINS: PB S79852				ISSUE DATE: 2019-05-06	STATUS DATE: 2019-05-06
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

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BULLETIN REFERENCE: PB S79852

- A. SERVICE ACTION S79852 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 S79852 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Corporation, have decided to launch Service Action S79852 on certain model year 2016 XC90 vehicles equipped with air suspension.

Volvo has identified that the rear air spring dust cover may fall down.
The corrective action is to replace the existing cable ties on both rear air spring dust covers with a steel clamp per the attached instructions.

Service Action S79852 affects 2,008 vehicles in the U.S. and 157 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 S79852 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:

- Vehicle Inquiry – Vehicle Warranty where the message “Service Action S79852 Rear Air Spring Dust Cover Clamps” 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 S79852 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: S79852
Cause Code: 02
CSC Code: XW
Main OP: 97631
Failed Part: 32269500

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97631	Replace Both Air Spring Cover Clamps	1	0.4
36050	Calibrating/Identifying with VIDA	1	0.2
36060	Calibrating with VIDA	1	0.1



Volvo Car Customer Service

QB Instruction VCC-516680-1

Title	Rear Air Spring Dust Cover Clamps	Page	1 (8)
Action	Replacement	Operation number:	

Issue	Date	Reason
1	2019-04	First issue

Affected vehicles

Model year	Model
2016	XC90 (16-)

Materials

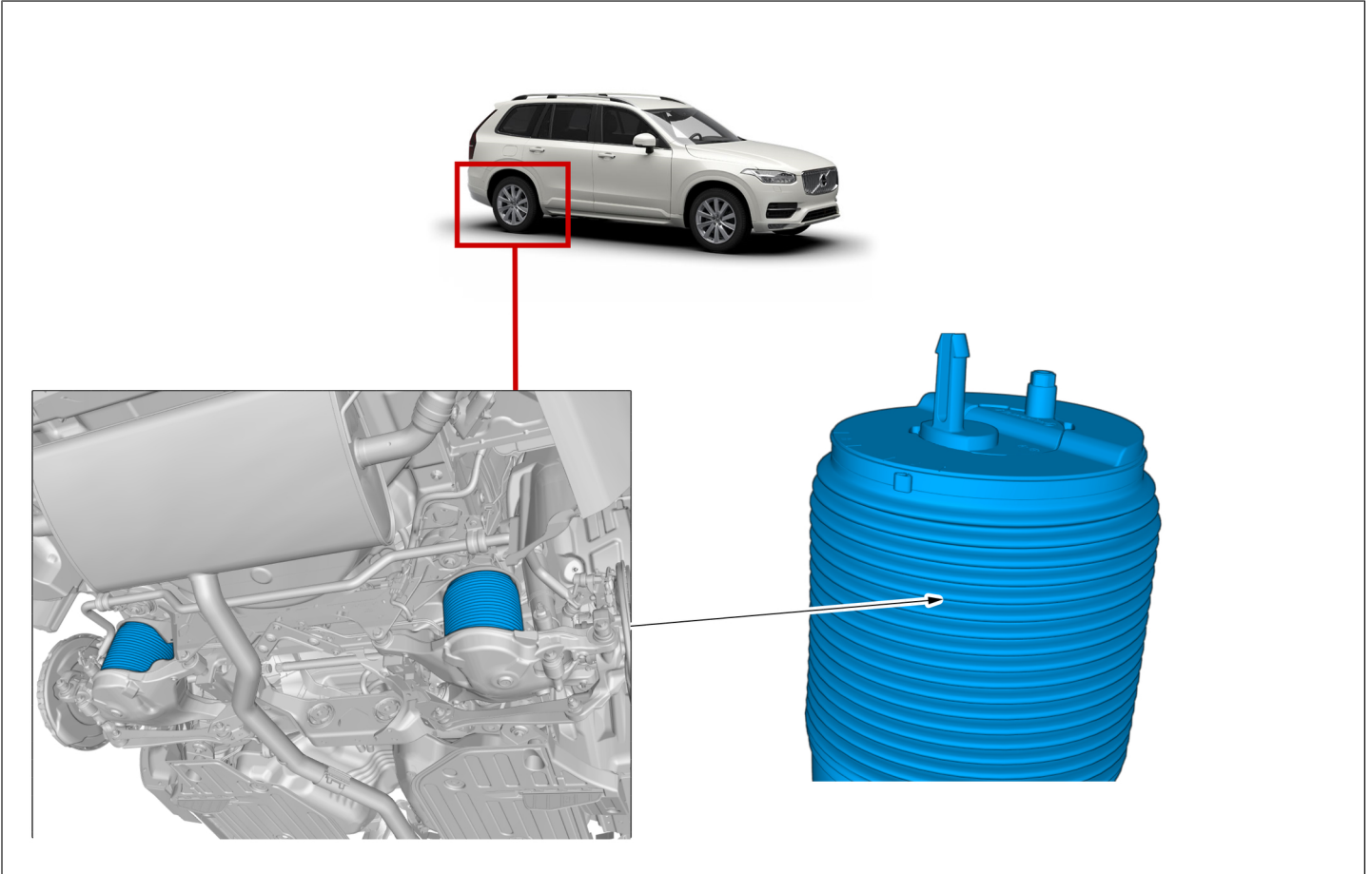
Materials	Qty.	Part No.	Notes
Clamp	2.0	32269500	

Special tools

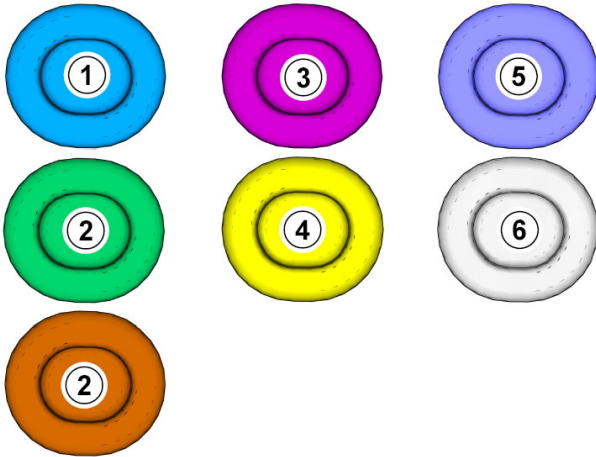
Description	Part No.
Lock grip pliers	981 4201

Removal

Note! Removal steps in this procedure may contain installation details.



Color symbols

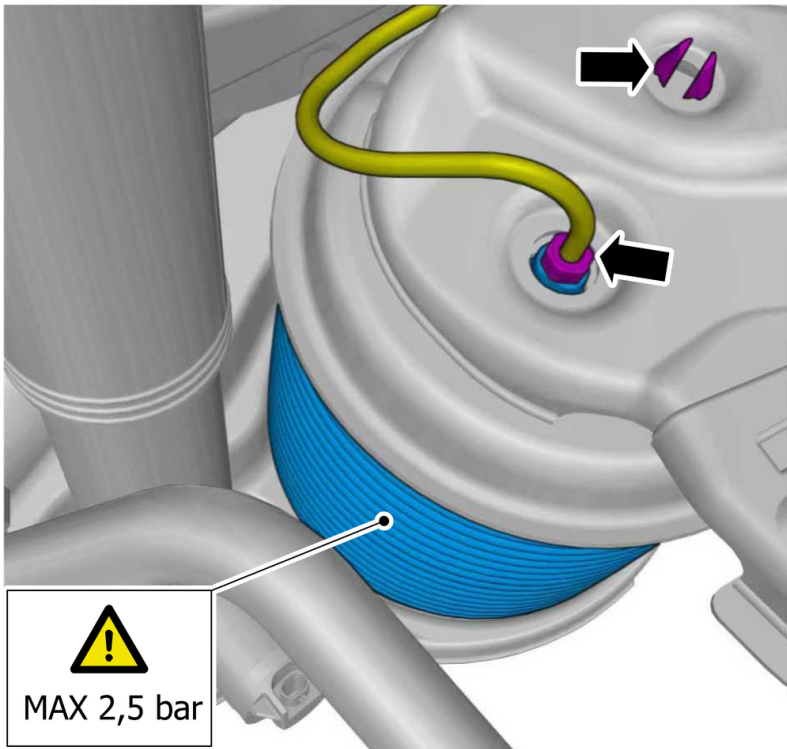


Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.

- 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.

Remove rear wheel , refer to:
Removal, replacement and installation
7 - Springs and wheels
77 - Wheels, tyres, hubs
770 - complete wheels

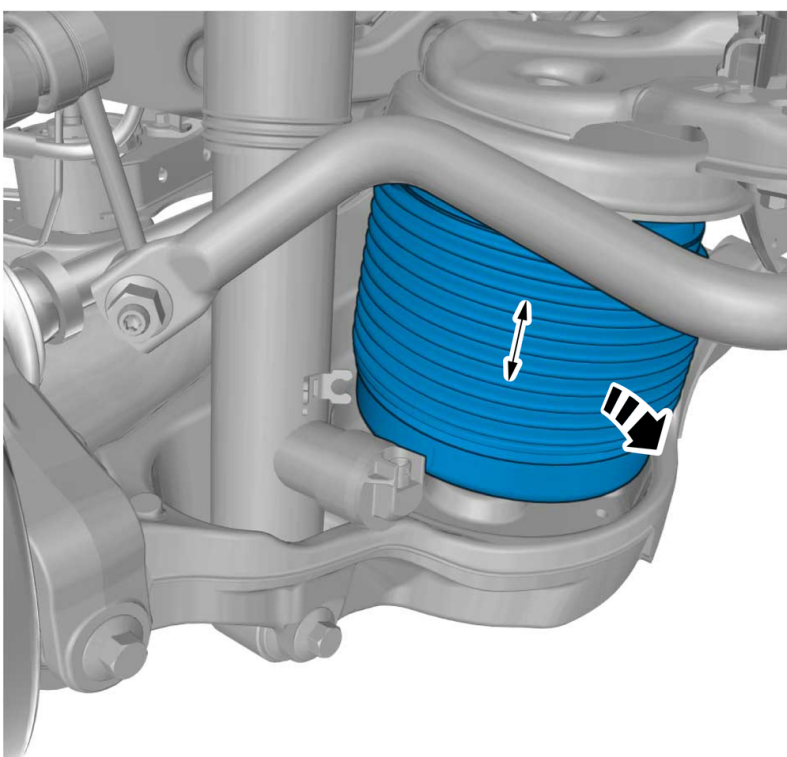
Empty air springs according to: Diagnostics/
Components/ ECU / SUM / Diagnostic
Sequences / Deflating and filling air springs and
reservoir



Undo the hose from the connection.

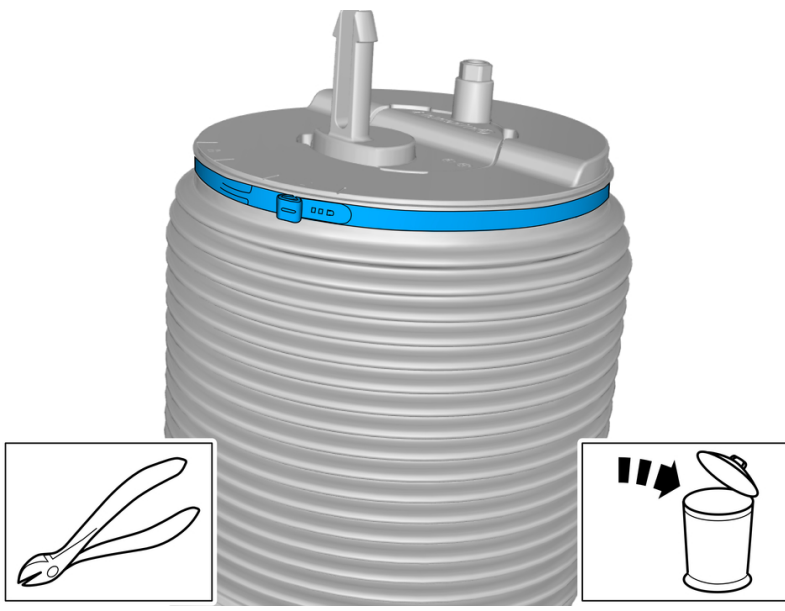
Remove air line from rear spring gaiter.

Note: Make sure the system pressure is under 2.5 bar before the line removal.



Remove the marked part.

Remove the cable tie(s).



Installation

Applies to the left-hand side:



Caution! Make sure that the component is positioned correctly.

Applies to the right-hand side



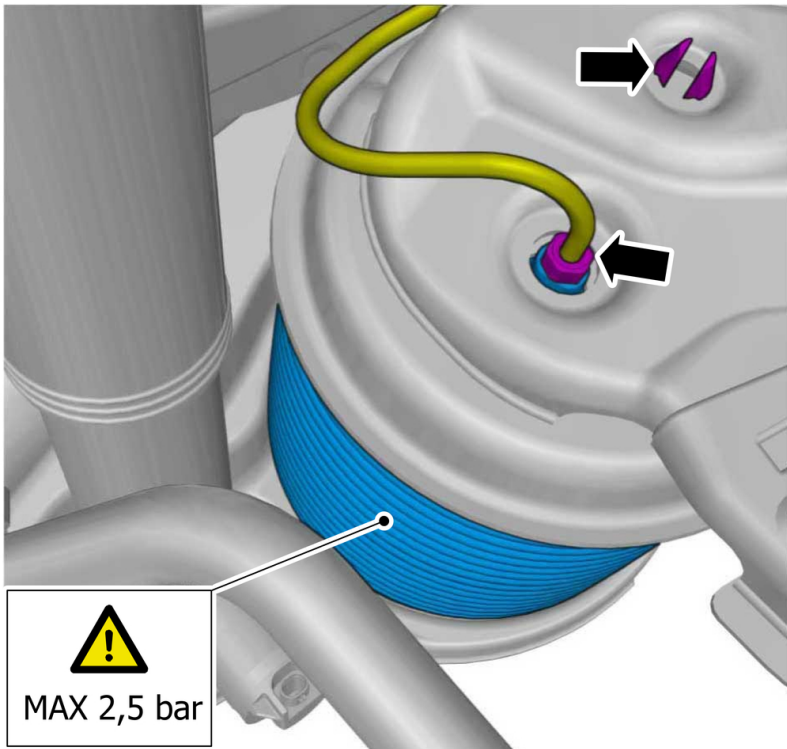
Caution! Make sure that the component is positioned correctly.

On both sides.



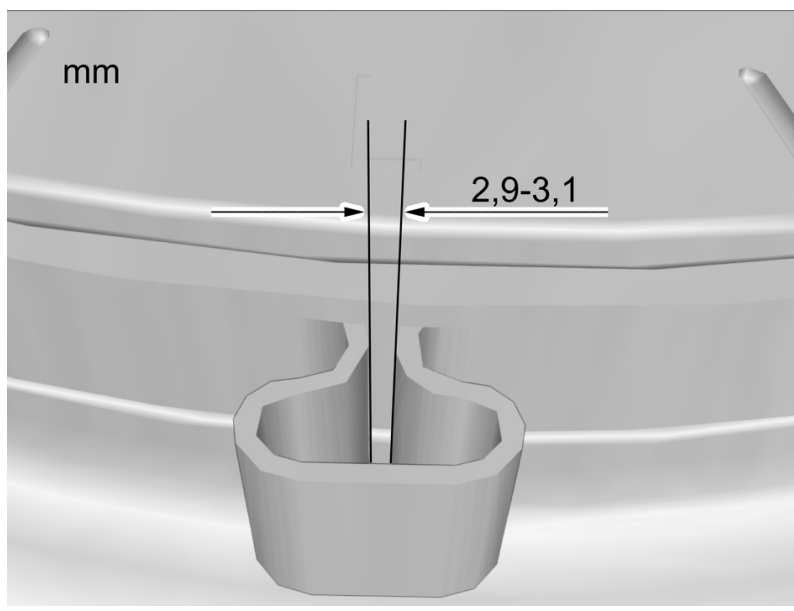
Note! Make sure that a new clamp is installed.

Special Tool: T9814201, Lock grip pliers
Tighten the cable tie.



Reinstall the air line to the rear spring gaiter.

Torque: 3 Nm



Caution! Make sure the component is fitted as illustrated.

To install, reverse the removal procedure.

Fill air springs according to: Diagnostics/ Components/ ECU / SUM / Diagnostic Sequences / Deflating and filling air springs and reservoir

Caution! Make sure that the air springs are inflated before lowering the vehicle.



Parts Bulletin

TITLE:

**S79852: Rear Air Spring Dust Cover Clamps
MY 2016 XC90 Models with Air Suspension**

GROUP: 7	CAT/NO: S79852	REFERENCE BULLETINS: QB S79852	CAR MARKET: United States and Canada	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: 2019-05-06	STATUS DATE: 2019-05-06
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				Page 1 of 1

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Reference Bulletins: QB S79852

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The following part number applies:

Part Number	Description	Qty
32269500	Clamp	2

Please order this part on an as-needed basis. The maximum order quantity is 10.