



Jason Guidi

Director - Regulatory & Compliance

April 14, 2020

To: All U.S. and Canadian Volvo Retailers
Subject: Service Action – S10011

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S10011 on certain model year 2020 - 2021 XC40 vehicles.

Volvo has identified that the A/C system refrigerant charge values are too high. As a result, in higher ambient temperatures the customer may experience no cold air flow in the interior cabin and inconsistent or strange behavior of the cooling fan.

The corrective action is to drain the A/C system and recharge with correct amount of refrigerant.

Service Action S10011 affects 2,034 vehicles in the U.S and 200 in Canada.

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 S10011 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
- Shop Equipment Bulletin

Your cooperation in completing Service Action S10011 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".

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Quality Bulletin

TITLE:

**Service Action S10011: A/C Refrigerant
Model Year 2020 – 2021 XC40**

GROUP: 87	CAT/NO: S10011	ISSUING DEPARTMENT: Regulatory and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2020-04-14	STATUS DATE: 2020-04-14
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

“Right first time in Time”

- A. SERVICE ACTION S10011 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. SHOP EQUIPMENT
- E. OWNER NOTIFICATION
- F. VEHICLES IN RETAILER INVENTORY
- G. RETAILER RESPONSIBILITY
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. CLAIM INSTRUCTIONS

A. SERVICE ACTION S10011 DESCRIPTION

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Service Action S10011 affects 2,034 vehicles in the U.S and 200 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.



B. VEHICLES INVOLVED

NOTE: RETAILER 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 - Vehicle Warranty where the message “Service Action S10011 AC Refrigerant” 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

No Parts required.

PARTS RETURN

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

D. SHOP EQUIPMENT

If your Volvo service facility has not purchased this shop equipment, it is recommended you refer to Shop Equipment Bulletin; No. 006, Status Date 08.20.19 Title: **A/C Refrigerant Management for R1234yf.**

E. OWNER NOTIFICATION

No owner notification is planned at this time.

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 3 Master Certified Technician.



Quality Bulletin S10011

I. CLAIM INSTRUCTIONS

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

Claim Type: S10011

Cause Code: 02

CSC Code: XW

Main OP: 97687

Failed Part:

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97687	Refrigerant drain and fill acc to QB-210011	1	1.1

Volvo Car Customer Service

QB Instruction VCC-519018-1

Title	Draining refrigerant, vacuum-pumping, and filling	Page	1 (7)
Action	Adjustment	Operation number:	97687-2

Issue	Date	Reason
1	2020-03	First issue

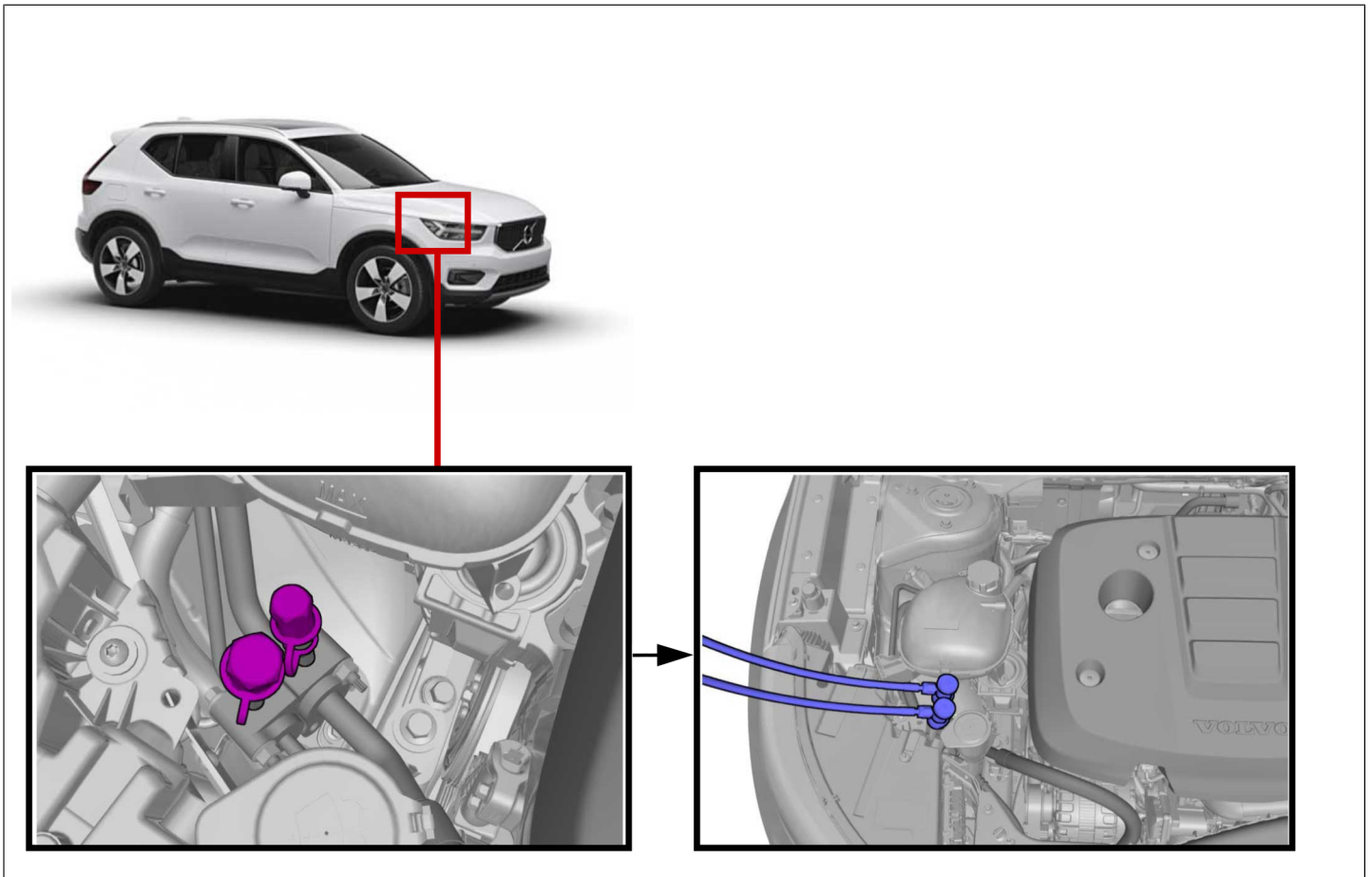
Affected vehicles

Model year	Model
2020	XC40

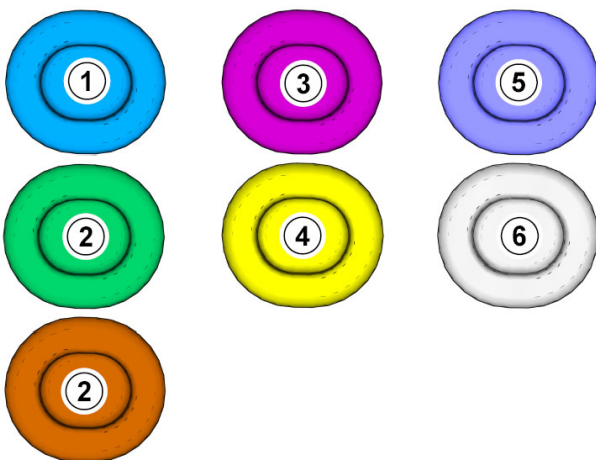
Equipment

Designation	Part No.
Recovery unit AC	

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.

Safety information

See information about refrigerant , refer to:
General Safety Information
8 - Body and interior
87 - Climate units
870 - general

See information about air conditioning system , refer to:
General Safety Information
8 - Body and interior
87 - Climate units
870 - general

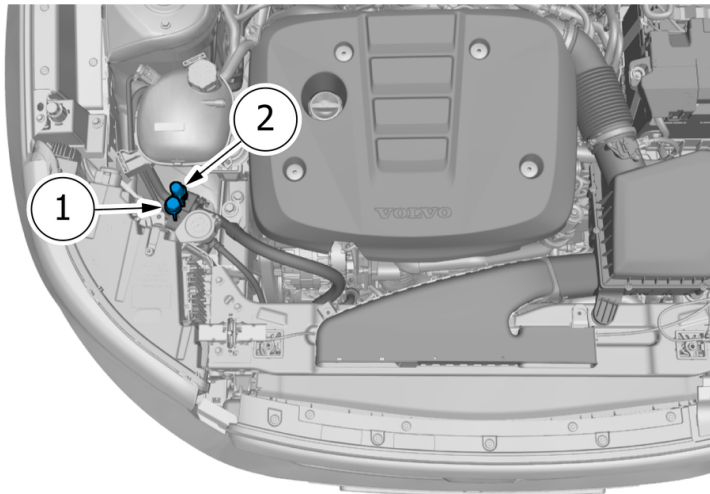
See information about the A/C system , refer to:
General Information
8 - Body and interior
87 - Climate units
870 - general

Preparation

Open the hood.

Caution! Make sure to check which coolant is present in the A/C system.

Note! Always follow the manufacturer's instructions when handling the equipment.

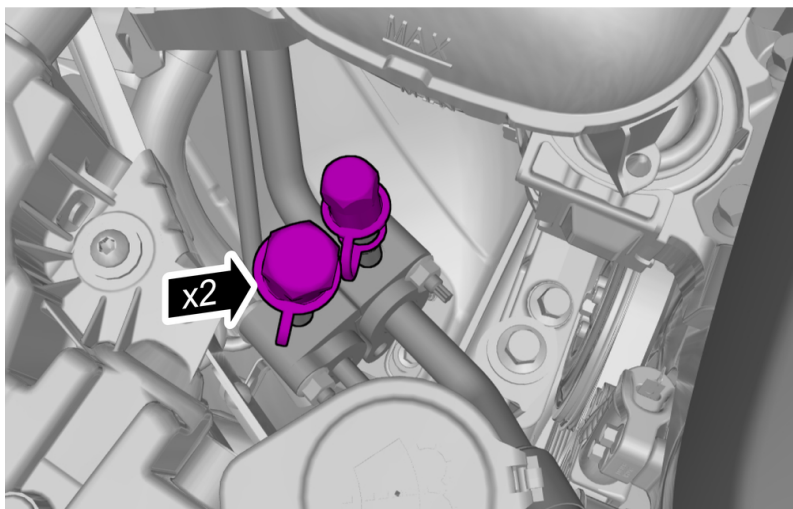


Note! Orientation view

- 1 . Service valve high pressure
- 2 . service valve low pressure

Removal

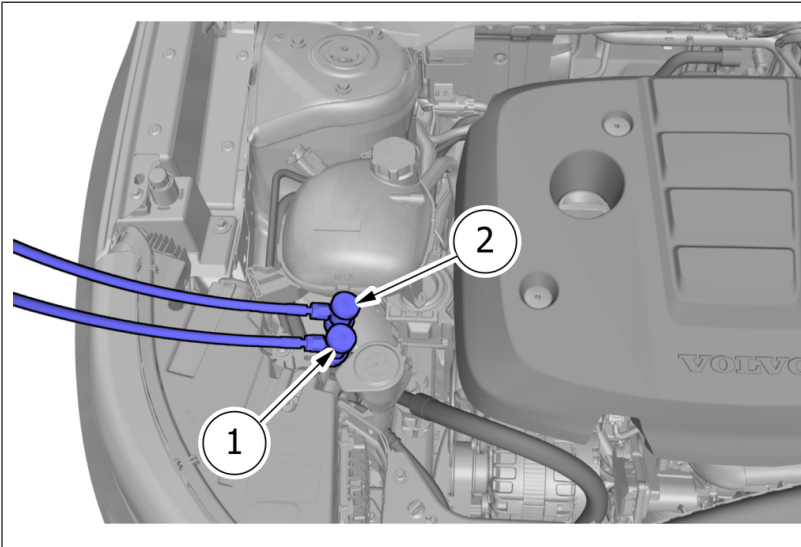
Warning! Wear safety goggles and protective gloves.



Remove the marked part.

- 1 . **Torque:**
Valve cap (grey), to Service valve , 3 Nm
- 2 . **Torque:**
Valve cap (black), to Service valve , 6 Nm

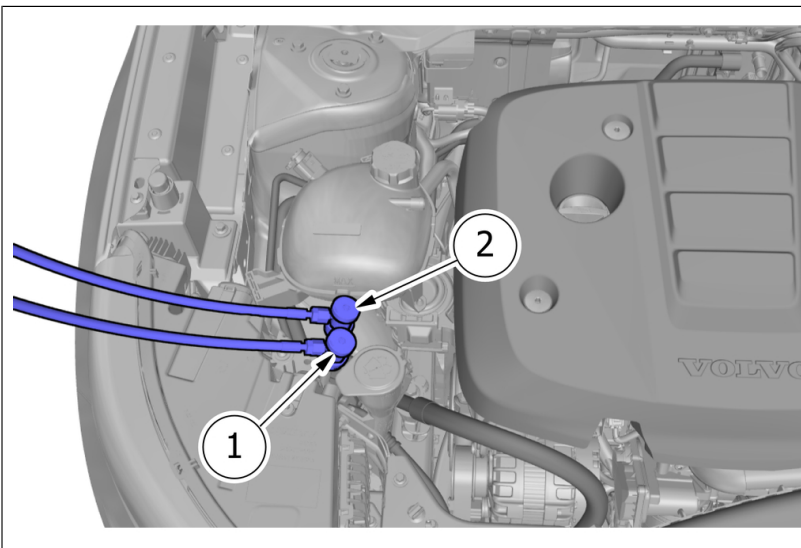
Draining



Note! When draining, the recovery unit must be connected to both the high pressure side's (1) and low pressure side's (2) service valves at the same time.

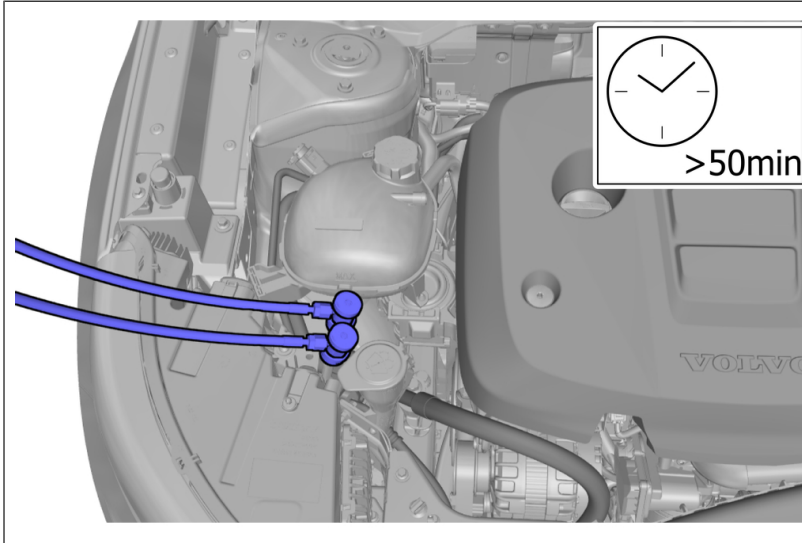
Use: Recovery unit AC

vacuum pumping



Note! When vacuum pumping, the recovery unit must be connected to both the high pressure side's (1) and low pressure side's (2) service valves at the same time.

Use: Recovery unit AC



Note! Ensure not to undercut the time specified in the image.

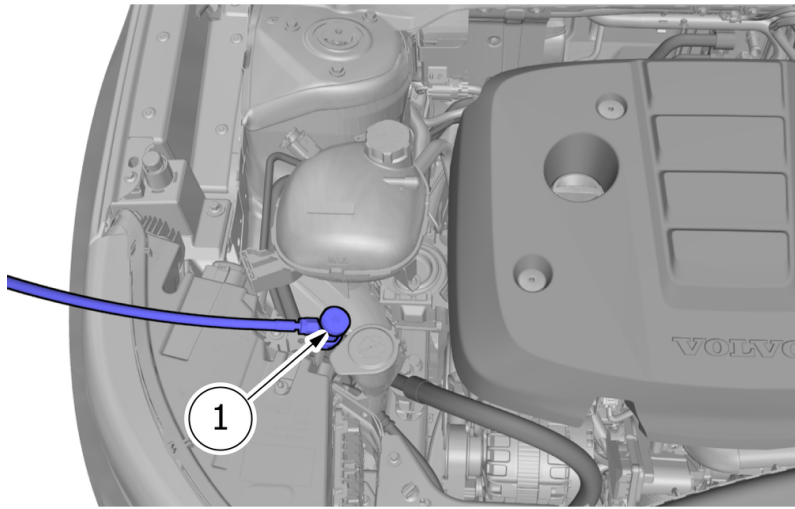
Filling

Note! A label in the engine compartment indicates the amount of refrigerant in the AC system.

Note! If information about current refrigerant amount is missing in the engine compartment, see the following information.

See information about refrigerant and oil grade , refer to:

- Specifications, mechanical
- 8 - Body and interior
- 87 - Climate units
- 870 - general

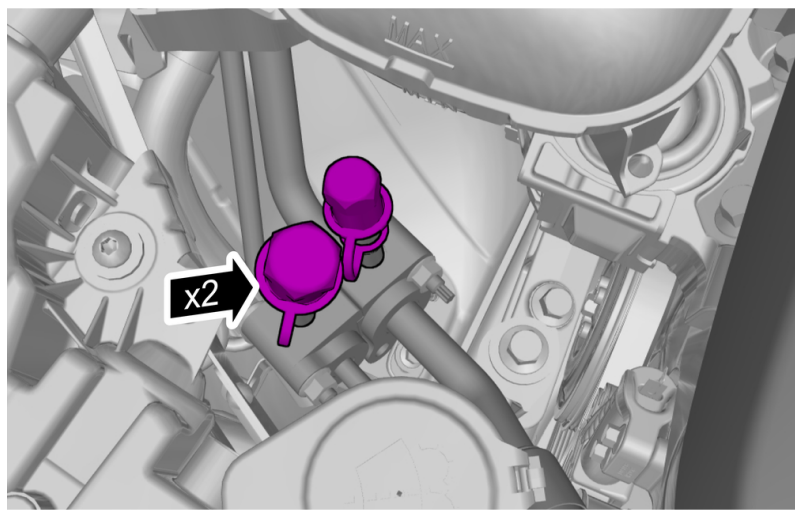


Note! Only top up refrigerant via the high pressure side's (1) service valve.

Use: Recovery unit AC

Remove the equipment.

Installation



Install the marked component.

- 1 · **Torque:**
Valve cap (grey), to Service valve , 3 Nm
- 2 · **Torque:**
Valve cap (black), to Service valve , 6 Nm

To install, reverse the removal procedure.



Shop Equipment Bulletin

TITLE:

A/C Refrigerant Management for R1234yf

NO: 006	ISSUE DATE: 2019-07-22	CAR MARKET: United States and Canada	Page 1 of 6
	STATUS DATE: 2019-08-20		

“Right first time in Time”

A/C Refrigerant Management for R1234yf

A/C Equipment	R1234yf Recover, Recycle, Recharge A/C Machine Robinair (Option 1)	42-AC1234-4	X
A/C Equipment	ArctcPro ACX1280 - R1234yf Air Conditoning Service System Mahle ASS (RTI) (Option 2)	362-460 80386 00	X

Recovery

- Recovery capacity min 0.030 kg/min (0.06614 lbs/min.)
- Recovery minimum 95 %
- Measure accuracy ± 30 g (1,0582 oz.)

Evacuation

- Vacuum capacity min 1.5 m3/h (0,88 cu ft./min)
- Vacuum capability min 0.33 mbar (abs.) (24,75 mmHg)

Recharge

- Filling accuracy ± 15g (0,5291 oz.)

Refrigerant identifier

- Refrigerant identifier is mandatory
- It is not needed to comply with the specification in standards SAE J2843

Certification

- CE , TÜV, UL1963, GS or other local demand

Service Personnel: Read and initial	SERVICE MANAGER	PARTS MANAGER	WORKSHOP FOREMAN	SERVICE TECHNICIANS									



Standard

- The equipment must comply with SAE J2843

Hose length

- Service hose length compensation
- Minimum 2.5 m hose (SAE J2888)
- **It is mandatory to have equipment only for R1234yf. Equipment combining R1234yf with other refrigerants are not allowed.**

Recommendation

- The equipment shall be able to separate and measure manually or automatically the amount of system / compressor lubricant that is recovered from the system.
- Technician operating manual nearly describe the method how to operate the AC-Refrigerant Management System.
- The equipment should be able to flush the hoses from compressor lubricant.
- The machine should be easy to use (Operator friendly).

Automatic preferred – in order to meet Volvo standard time (VST).