

Part 573 Safety Recall Report

16V-690

Manufacturer Name : Volvo Car USA LLC**Submission Date :** SEP 22, 2016**NHTSA Recall No. :** 16V-690**Manufacturer Recall No. :** R89707**Manufacturer Information :****Population :**

Manufacturer Name : Volvo Car USA LLC

Number of potentially involved : 43,766

Address : AUTOMOTIVE SAFETY & COMPLIANCE
1 VOLVO DRIVE, BUILDING B
ROCKLEIGH NJ 07647

Estimated percentage with defect : 1 %

Company phone : 201-768-7300

Vehicle Information :

Vehicle 1 : 2016-2017 Volvo XC90 and S90

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R89707 on model year 2016 & 2017 XC90 & S90 vehicles.

Condensation water, transferred through the air conditioning drainage hose, may leak into the passenger compartment due to incorrect installation during vehicle assembly. If this condition should occur, it may result in moisture inside the passenger compartment, which could lead to air conditioning functionality issues.

If the leakage has not been detected over a period of time, this condition could affect SRS systems (airbag), engine management systems etc. In such a case, the driver may experience various warning messages displayed in the Driver Information Module (DIM) identifying that a fault may be present and also providing guidance on how to proceed. Volvo therefore considers this a potential safety risk over time.

The corrective action is to inspect the air conditioning drain hose to ensure correct installation per the attached Tech Journal XXXXX, and if necessary replace the drain hose.

Should there be water present beneath the carpet, the wire harness should be upgraded.

Production Dates : APR 15, 2015 - SEP 19, 2016

VIN Range 1 : Begin : YV4460LF2GM000064 End : YV4A22PK0H1129750

 Not sequential

VIN Range 2 : Begin : YV1A22PS0HM000001 End : YV1PSA2D5H1005452

 Not sequential

Description of Defect :

Description of the Defect : Condensation water, transferred through the air conditioning drainage hose, may leak into the passenger compartment due to incorrect installation during vehicle assembly. If this condition should occur, it may result in moisture inside the passenger compartment, which could lead to air conditioning functionality issues.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the leakage has not been detected over a period of time, this condition could affect SRS systems (airbag), engine management systems etc. In such a case, the driver may experience various warning messages displayed in the Driver Information Module (DIM) identifying that a fault may be present and also providing guidance on how to proceed. Volvo therefore considers this a potential safety risk over time.

Description of the Cause : Volvo has identified that condensation water, transferred through the air conditioning drainage hose, and may leak into the passenger compartment due to incorrect installation during vehicle assembly.

Identification of Any Warning that can Occur : The driver may experience various warning messages displayed in the Driver Information Module (DIM) identifying that a fault may be present and also providing guidance on how to proceed.

Supplier Identification :**Component Manufacturer**

Name : Volvo Car Corporation

Address : NR
FOREIGN STATES

Country : Sweden

Chronology :

2015-06-11

- First Vehicle report received from the market.

2015-07-19 to 2016-01-21

- Volvo Cars received 8 Vehicle Reports (VR) with 8 vehicles from the market
- Internal investigation started on various issues with the air-condition unit functionality.

2015-08-17

- Improved assembly instructions introduced in the plant.

2015-12-07

- Visual control to inspect the air conditioning drainage hose fixation.

2016-04-07 to 2016-09-02

- Volvo Cars received 12 Vehicle Reports (VR) with 25 vehicles from the market, some vehicles included in the reports was after the introduced improvements in the plant.
- Continued investigation due to indications of water intrusion in the passenger compartment.

2016-09-05

- 100% visual and tactile control in the plant to ensure air conditioning drainage hose fixation.

2016-09-14

- The Critical Concern Management Team (CCMT) was made aware of a potential Customer Satisfaction issue.
- Further investigation to determine what type of action that is appropriate.

2016-09-21

- The Critical Concern Management Team (CCMT) decides to launch a recall for all concerned vehicles.

2016-09-22

- Volvo Car USA LLC submits a Part 573 to NHTSA.
- The Field Service Action (FSA) is launch from Volvo Cars Headquarter.
- Vehicles are blocked at retailers

Description of Remedy :

Description of Remedy Program : The corrective action is to inspect the air conditioning drain hose to ensure correct installation, and if necessary replace the drain hose.

How Remedy Component Differs from Recalled Component : Incorrectly installed drain during vehicle assembly can be damaged.

Identify How/When Recall Condition was Corrected in Production : 100% visual and tactile control in the plant to ensure air conditioning drainage hose fixation on 09/05/16.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : SEP 22, 2016 - SEP 22, 2016

Planned Owner Notification Date : NOV 14, 2016 - NOV 14, 2016

* NR - Not Reported