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Jason Guidi

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Manager - Warranty, Regulatory & Compliance

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May 09, 2016

Subject: Recall R89702

**UPDATE - SOFTWARE UPGRADE IS NOW AVAILABLE**

TO: All U.S. and Canadian Volvo Retailers

**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 vehicle inventory for recall eligibility and repair immediately. Once the repair is complete, the vehicle may be sold or leased.**

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided that model year 2016 XC90 vehicles equipped with power-operated roof panel systems fail to conform to Federal/Canada Motor Vehicle Safety Standard No. 118, Power-Operated Window, Partition and Roof Panel Systems. The roof panels in these vehicles will auto-close when pressing the switch in the overhead console and the roof panel is open.

Due to the functionality, the switch may be more susceptible to an unintentional actuation, which could lead to unintended auto-closure of the roof panel, increasing the risk of injury.

The corrective action is to perform a software upgrade that disables the auto-close function while depressing the sunroof switch.

A total of 29,697 U.S. and 2,594 Canadian vehicles are eligible for this recall.

- All cars not yet delivered to end customers must be corrected prior to delivery.
- There have been no reports of incidents related to this issue.

**OWNER NOTIFICATION**

Owner notification letters will be mailed in mid-June. Owners of eligible retailed vehicles that are requesting this recall to be performed need to be accommodated.

**PORT VEHICLES**

No vehicles will be released from the ports without having this recall repair completed.

**PARTS INFORMATION / PARTS RETURN**

This recall is a software upgrade and no parts are required.

**CLAIM SUBMISSION**

Claim submission instructions are included in the attached Quality Bulletin R89702.

**RETAILER RESPONSIBILITIES**

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner.

In the event that a customer does not have a notification letter, the owner is not to be refused the work. Your regional representative will follow up to ensure that this recall campaign is proceeding smoothly.

A complete description of the recall campaign requirements and claim submission procedures is below. It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Quality Bulletin R89702
- Technical Journal 31569

As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

If you have questions about this recall delivery stop or any other field service action, please contact me or any member of the Product Safety and Compliance office.

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

Jason Guidi  
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