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Jason Guidi

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Manager - Warranty, Product Safety & Compliance

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May 03, 2016

Subject: Recall R89702 - **IMMEDIATE VEHICLE DELIVERY STOP**

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.**

Vehicles included in this recall are part of a delivery stop, which is different than a stop-sale action. Recall R89702 eligible vehicles that are included in this delivery stop can continue to be marketed and sold, but **not delivered** to customers prior to completion of the recall.

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 will be 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.



**VEHICLES in RETAILER INVENTORY**

**All model year 2016 XC90 vehicles equipped with panoramic sunroofs in retailer inventory must be quarantined and not available for customer delivery until further repair instructions are communicated.**

- The repair method is a software upgrade and is in development and will be communicated to retailers mid-next week.
- 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.

**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**

The claim submission information will be released with the repair method mid-next week.

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.

Additional information will be communicated as soon as it is available.

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.

Drive Safely,

A handwritten signature in blue ink that reads "Jason Guidi".

Jason Guidi  
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