



Jason Guidi

Manager - Warranty, Regulatory & Compliance

September 22, 2016
Subject: Recall R89707
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 delivered.

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 drain 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, and if necessary replace the drain hose. Please refer to Tech Journal 31955 for instructions.

Should there be water present beneath the carpet, the wire harness should be inspected. If the wiring is wet or corroded repair per the attached instruction.

Other possible issues, originating from A/C water intrusion, should be handled as a separate claim per the New Car Warranty.



A total of 43,766 U.S. and 3,848 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 November. Owners of eligible retailed vehicles that are requesting this recall to be performed should be accommodated.

PORT VEHICLES

No vehicles will be released from the ports without having this recall repair completed. Vehicles completed at ports will have a blue dot on the inside of the fuel filler door identifying the completion of this recall. Please see the image below.



PARTS INFORMATION / PARTS RETURN

Please refer to Parts Bulletin 87-R89707.

The predicted percentage of vehicles that require the drain hose replacement is very low. Parts availability is currently limited. As a result, the drain hoses are restricted to critical orders only and are limited to a quantity of one of each per order.

Please order only what is required to repair a vehicle with a confirmed drain hose leak per TJ 31955.

CLAIM SUBMISSION

Please refer to the claim submission information in the attached Quality Bulletin.

NOTE: Please submit claims beginning on Tuesday 09/27/16.



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.

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 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,

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

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