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Jason Guidi

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Manager - Warranty, Regulatory & Compliance

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January 04, 2017  
Subject: Recall R89712  
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 R89712 on certain model year 2017 S60, V60, S60CC, V60CC, XC60 vehicles.

The affected vehicles may have been equipped with front passenger and/or front seat side airbag inflators that do not meet specifications, and fail to deploy in the event of a crash. This could increase the risk of injury to the occupants.

The corrective action is to replace the affected front passenger and/or front seat side airbag(s).

A total of 376 U.S. and 96 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R89712 Airbag Inflator" will appear for eligible vehicles.

Retailers will then need to access the attached ([CLICK HERE](#)) eligible vehicle list (also available in TIE) to determine which airbag(s) will need to be replaced for each VIN.



Please follow the instructions in the Quality Bulletin.

- 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 February. Owners of eligible retailed vehicles that are requesting this recall to be performed should be accommodated.

### **PORT VEHICLES**

No vehicles eligible for this recall were repaired at the ports.

### **PARTS INFORMATION / PARTS RETURN**

Replaced airbag modules will need to be returned to Volvo Technical Material Analysis (TMA). Please refer to Parts Bulletin 88-R89712.

### **CLAIM SUBMISSION**

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

### **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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