

VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: Recall R89714: Inflatable Curtain Retainer Bolts Model Year 2017 XC90, S90, V90CC, V90				
GROUP:	CAT/NO: R89714	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada
REFERENCE BULLETINS: TJ 32467			ISSUE DATE: 2017-03-15	STATUS DATE: 2017-03-15
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
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“Right first time in Time”

BULLETIN REFERENCE: TJ 32467

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A. RECALL R89714 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R89714 on certain model year 2017 XC90, S90, V90CC and V90 vehicles.

Due to a manufacturing error in the surface treatment process, the bolts that were used to assemble the inflatable curtain (IC) airbag may not meet specifications. This could result in one or more of the bolts breaking within 48 hours of installation, which in the event of a crash warranting deployment of the IC airbag, could increase the risk of injury to vehicle occupants.

The correction action is for Volvo retailers to replace all of the inflatable curtain bolts.

A total of 10,476 U.S. and 1,209 Canadian vehicles are eligible for this recall.



B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message “Recall R89714 Inflatable Curtain Bolts” will appear for eligible vehicles or check eligibility in TIE.

All vehicles should be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

C. PARTS AND TOOL INFORMATION / PARTS RETURN

Please refer to Parts Bulletin 88-R89714 and Special Tool Bulletin 220.

PORT VEHICLES

First check vehicle eligibility in Vehicle Inquiry. Completed vehicles repaired at the ports will have a red dot on the inside of the fuel door. These vehicles will be marked as complete but this process will take a few days after the port repair, and may show as incomplete in Vehicle Inquiry during this time.

PARTS RETURN

No parts are required to be returned for this recall.

D. OWNER NOTIFICATION

Owner notification letters will be mailed in April. Owners of eligible retailed vehicles that are requesting this recall to be performed should be accommodated.

E. 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.

F. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

Recall R89714 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 3 – Master Tech.



Quality Bulletin R89714

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

Claim Type: R89714
Cause Code: 02
CSC Code: XW
Main OP: 97184
Failed Part: 30622999

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97184	Inflatable Curtain Bolts XC90	1	3.1
	S90	1	2.4
	V90CC, V90	1	3.1

Use this Operation for qty 1-9 Bolts

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97187	Drill Out Inflatable Curtain Bolts	1-9	0.2 each bolt

Add this Operation to op# 97187 for repairing maximum qty 10-18 Bolts

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97191	Drill Out Inflatable Curtain Bolts	10-18	0.2 each bolt

Add this Operation to op# 97187 & 97191 for repairing maximum qty 19-26 Bolts

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97192	Drill Out Inflatable Curtain Bolts	19-26	0.2 each bolt

QW90 maximum quantity for labor operations is up to 9. If it is necessary to drill out more than 9, add labor operation 97191 to 97187. If it is necessary to drill out more than 18 bolts, add labor operation 97192 to 97187 and 97191.