



Jason Guidi

Director - Regulatory & Compliance

March 13, 2017

Subject: Recall R89714

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.

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 the affected bolts.

A total of 10,476 U.S. and 1,209 Canadian vehicles are eligible 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.
- 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 April. Owners of eligible retailed vehicles that are requesting this recall to be performed should be accommodated.

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 and TOOL INFORMATION / PARTS RETURN

No parts are required to be returned for this recall.

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

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".

Jason Guidi

Director - Regulatory & Compliance

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