



Jason Guidi

Director - Regulatory & Compliance

February 17, 2017

Recall R89714: Inflatable Curtain Retainer Bolts
******IMMEDIATE VEHICLE DELIVERY STOP ACTION******

To: All U.S. and Canadian Volvo Retailers
Re: Delivery Stop Action - Recall R89714
Model Year 2017 XC90, S90, V90CC and V90 vehicles

Volvo Car USA LLC and Volvo Car Canada Limited (Volvo) on behalf of Volvo Car Corporation, has decided that a delivery stop action is required for certain model year 2017 XC90, S90, V90CC and V90 vehicles.

Vehicles that are included in this delivery stop can continue to be marketed and sold, but **not delivered** to customers until further notice.

Please refer to the attached **Vehicle List** for the affected vehicles in your inventory. If you have any questions regarding your retailers affected vehicles, please send an e-mail with your retailer code and question to recall@volvocars.com. If you must deliver a vehicle, please send an e-mail with your retailer code and VIN to recall@volvocars.com for the inspection instructions. Vehicle marking and claim information will be available next week. To ensure future claim reimbursement, please provide complete VIN for each request.

Volvo has identified that some of the bolts holding the inflatable curtain in place could be affected by a manufacturing error that may cause the bolt head to detach, subsequently not holding the inflatable curtain in place.



In case of an accident the functionality of the inflatable curtain may be decreased.

- All cars not yet delivered to end customers will need to be quarantined until further notice.
- If you must deliver a vehicle, please send an e-mail with your retailer code and VIN to recall@volvocars.com for the inspection instructions.
- The repair parts and method are in development and will be communicated to retailers next week
- No affected vehicles will be released from the ports.
- There have been no safety related incidents or injuries related to this issue.

This is a proactive step to ensure the safety of our customers.

Additional information will be communicated next week.

If you have any questions about this delivery action or any other field service action, please contact me or any member of the Regulatory and Compliance Office.

Drive Safely,

Jason Guidi
Director - Regulatory and Compliance
201-768-7300
jason.guidi@volvocars.com