



Jason Guidi

Manager - Warranty, Regulatory & Compliance

March 08, 2017

Subject: Recall R89712

TO: All U.S. and Canadian Volvo Retailers

UPDATED - Number of Eligible Vehicles and 2nd Owner Notification

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).

The updated totals for this recall is 488 U.S. and 97 Canadian eligible vehicles.

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

A second owner notification mailing for the added vehicles will be completed in March.

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".

Jason Guidi
Manager – Warranty, Regulatory & Compliance
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jason.guidi@volvocars.com



Quality Bulletin

TITLE:

**Recall R89712: Airbag Inflator –
Model Year 2017 S60, V60, S60CC, V60CC, XC60**

GROUP:
80

CAT/NO:
251

ISSUING DEPARTMENT:
Warranty

CAR MARKET:
United States and Canada

REFERENCE BULLETINS:
TJ 32261

ISSUE DATE:
2017-03-08

STATUS DATE:
2017-03-08

Service Personnel:
Read and initial

**SERVICE
MANAGER**

**SERVICE
WRITER**

**WARRANTY
ADMINISTRATOR**

Page 1 of 3

“Right first time in Time”

Updates: Revised number of vehicles eligible for recall in section “A”; revised section “D.”

- A. RECALL R89712 DESCRIPTION**
- B. VEHICLES INVOLVED**
- C. PARTS INFORMATION/PARTS RETURN**
- D. OWNER NOTIFICATION**
- E. VEHICLES IN RETAILER INVENTORY**
- F. RETAILER RESPONSIBILITY**
- G. CAMPAIGN REIMBURSEMENT PROCEDURES**
- H. TECHNICIAN COMPETENCY REQUIREMENT**
- I. RETAILER ALLOWANCE**

A. RECALL R89712 DESCRIPTION

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 488 U.S. and 97 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.

Quality Bulletin R89712



Retailers will then need to access the eligible vehicle list in the retailer letter or in TIE to determine which airbag(s) will need to be replaced. Please follow the instructions below.

Open the Excel file to determine what repair is eligible for every specific car.

1. Click the downwards pointing arrow under Column D (VIN).
2. Enter the VIN number for the specific vehicles you should repair.

Type:	Chassis no.:	MY:	VIN:	Responsible Importer:	Responsible Retailer:	Passenger Airbag S60, V60, V60CC Part No. 30715603:	Seat Airbag Drivers Side S60,S60CC,V60, V60CC Part No. 31418253:	Seat Airbag Passenger Side S60,S60CC,V60, V60CC Part No. 31418254:	Seat Airbag Passenger Side XC60 Part No. 31418255:	Seat Airbag Drivers Side XC60 Part No. 31418256:
134	042652	2017	YV140MTL4H242652	3 CA 7625	6 CA 3890	x				

3. The column marked with an X indicates which airbag/s to replace.
(Note that it varies from car to car if it is one or more airbags that need to be replaced)

Type:	Chassis no.:	MY:	VIN:	Responsible Importer:	Responsible Retailer:	Passenger Airbag S60, V60, V60CC Part No. 30715603:	Seat Airbag Drivers Side S60,S60CC,V60, V60CC Part No. 31418253:	Seat Airbag Passenger Side S60,S60CC,V60, V60CC Part No. 31418254:	Seat Airbag Passenger Side XC60 Part No. 31418255:	Seat Airbag Drivers Side XC60 Part No. 31418256:
134	0426654	2017	YV140MTL4H2426654	3 US 7510	6 US 3299	x	x			

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 R89712 Airbag Inflator” will appear for eligible vehicles.



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 INFORMATION / PARTS RETURN

Please refer to Parts Bulletin 88-R89712.

PORT VEHICLES

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

PARTS RETURN

Replaced airbag modules will need to be returned to Volvo Technical Material Analysis (TMA).

D. OWNER NOTIFICATION

A second owner notification will be completed in March for the added vehicles.

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 R89712 claims should be submitted using the LONG FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 – Certified Tech.

I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

Claim Type: R89712
Cause Code: 02
CSC Code: XW
Main OP: 97177, 97178
Failed Part: 31418253, 31418254, 31418255, 31418256, 30715603

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97177	Front Seat Airbag (1) replace	1	1.3
97178	Front Passenger Airbag replace	1	0.7

Title Recall R89712: AIRBAG INFLATOR

Ref No US32261.1.3 en-US

Issuer Technical Service

Partner 3 US 7510 Volvo Car USA

Func Group 8840

Func Desc seat belt and other restraining systems

Status Saved

Status 2017-

Date 02-28

Issue 2017-

Date 02-28

Reference

Attachment

File Name	File Size
QBI-500052-3_1_0_en-US.pdf	1.0244 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
134							2017-2017		-	0-0
137							2017-2017		-	0-0
155							2017-2017		-	0-0
156							2017-2017		-	0-0
157							2017-2017		-	0-0

CSC Customer Symptom Codes

Code	Description
XW	Service/repair/Service action/Recall

VST Operation Number

VST Operation No.	Description
97177	Front Seat Airbag (1) Replace
97178	Front Passenger Airbag replace

DTC Diagnostic Trouble Codes

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

Text

Description:

* Parts information deleted in bulletin

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, S60CC, V60, 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.

Service:

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

Vehicle Report:

NA

To view TJ attachment continue to next page. This TJ has one attachment.



Volvo Car Customer Service

QB Instruction

Title	Recall R89712 Airbag Inflator	Page	1 (4)
Action	Replacement	Operation number:	97177 97178

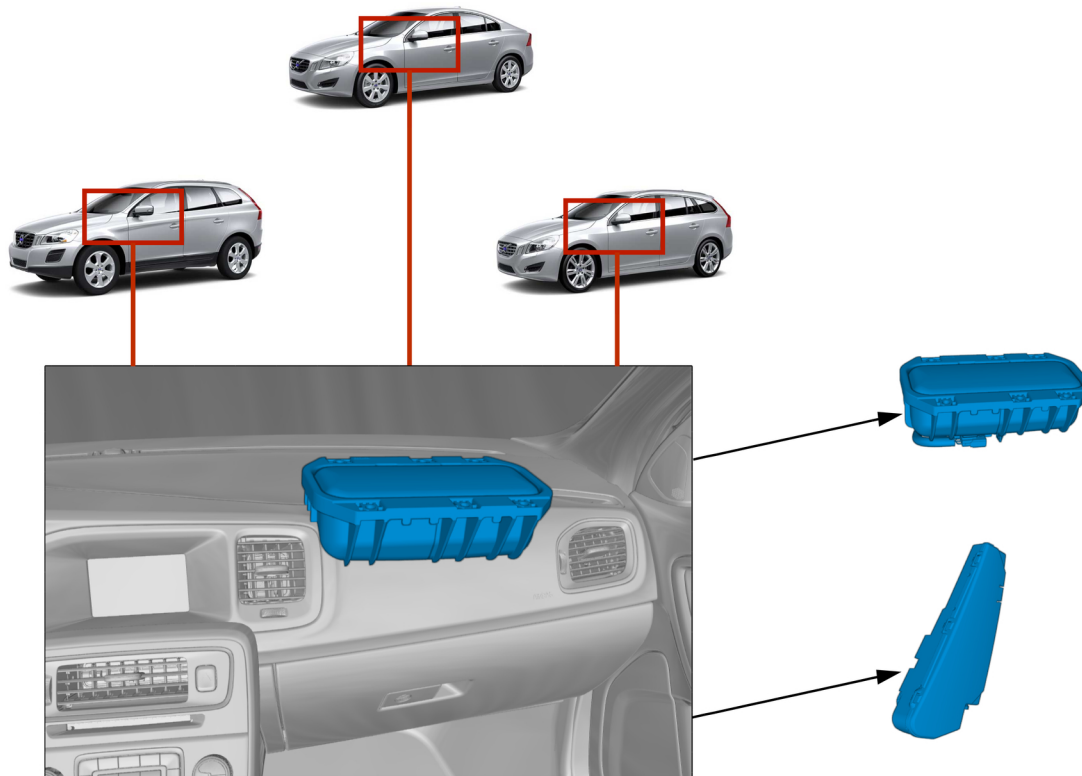
Issue	Date	Reason
1	2016-12	First issue

Affected vehicles

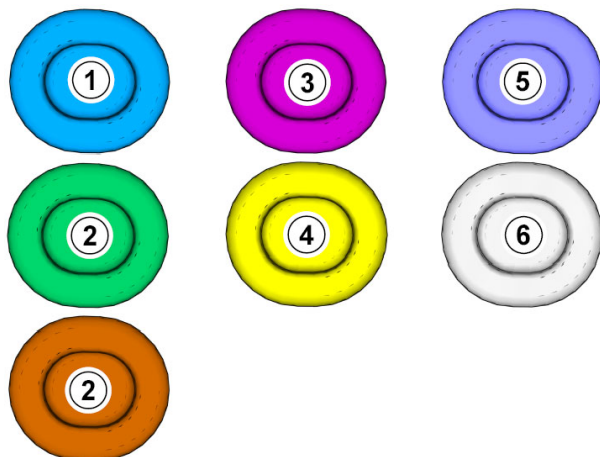
Model year	Model
2017	S60 (11-)
2017	S60 Cross Country
2017	V60
2017	V60 Cross Country
2017	XC60

Removal

Note! Removal steps in this procedure may contain installation details.



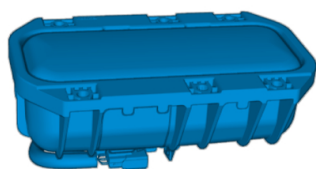
Color symbols



Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.

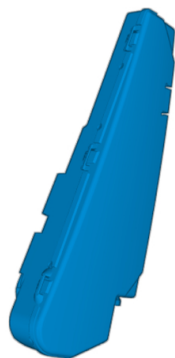
- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not fully removed from the vehicle but only hung to the side.
- 5 . Used for standard tools and special tools.
- 6 . Used as background color for vehicle components.

Remove airbag passenger side , refer to:
Removal, replacement and installation
8 - Body and interior
88 - Interior equipment
884 - seat belt and other restraining systems



. To install, reverse the removal procedure

Remove airbag front seat , refer to:
Removal, replacement and installation
8 - Body and interior
88 - Interior equipment
884 - seat belt and other restraining
systems



Installation

To install, reverse the removal procedure.



Parts Bulletin

TITLE:

**Recall R89712: Airbag Inflator
Model Year 2017 S60, V60, S60CC, V60CC, XC60**

**GROUP:
88**

**CAT/NO:
R89712**

**REFERENCE BULLETINS:
QB: R89712, TJ: 32261**

**CAR MARKET:
United States and Canada**

COPY TO / CIRCULATIONS (PLEASE INITIAL):

**ISSUE DATE:
2017-03-08**

**STATUS DATE:
2017-03-08**

**GENERAL
MANAGER**

**PARTS
MANAGER**

**SERVICE
MANAGER**

**SALES
MANAGER**

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“Right first time in Time”

Reference Bulletins: QB R89712, TJ 32261

PLEASE NOTE FOLLOWING CHANGES: Part Number 31332294 Front Passenger Airbag added; revised number of vehicles eligible for recall

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 properly 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 modules.

A total of 488 U.S. and 97 Canadian vehicles are eligible for this recall.

The following part numbers apply:

Part Number	Description	Qty
30715603	Front Passenger Airbag	1
31418253	Driver's Front Seat Side Airbag	1
31418254	Passenger Front Seat Side Airbag	1
31418256	Driver's Front Seat Side Airbag	1
31418255	Passenger Front Seat Side Airbag	1
31332294	Front Passenger Airbag	1
985846	Nut	6*
95722	Clamp	48**

* Used with seat airbag replacement (3 nuts per seat)

** Used with seat airbag replacement, maximum 24 clamps per seat

Parts Bulletin 88-R89712



Retailers will need to access the eligible vehicle list in the Retailer letter or in TIE to determine which airbag(s) will need to be replaced for each individual VIN. Please refer to the referenced information for instructions.

NOTE: Airbags in Canada are not returnable. Airbags in the US may be returnable under the Supplemental Restraint Return Procedures.