



Jason Guidi

Director - Regulatory & Compliance

January 18, 2019
Subject: Recall R89910
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 vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000 per vehicle.

Correct all vehicles in your new vehicle inventory before delivery.

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group, has decided to launch Recall R89910 on certain model year 2018 – 2019 XC60 vehicles equipped with a Power Operated Tailgate (POT).

Volvo has identified that the tailgate lifting arms (Drive Units) under certain conditions and cold temperatures may freeze. If this would occur, it may lead to noise or loss of function when operating the tailgate in freezing conditions with risk of separation of the tailgate lifting arms. In worst case scenario, this may result in complete separation of tailgate lifting arms with spring detaching and projecting in a rearward direction with significant force resulting in risk for personal injury.

The corrective action is replacement of the tailgate lifting arms with an improved design part.

PARTS AVAILABILITY

Parts availability is very limited at this time. Please refer to the attached Parts Bulletin for the latest parts information.



WHAT SHOULD YOUR CUSTOMERS DO NOW?

If your customer experiences noise or have separation of the tailgate lifting arms when operating the tailgate, or in the event of the tailgate lifting arms being bent or the tailgate doesn't close properly, they should not open or close the tailgate.

If your customer does not have any of the above described symptoms, they can use the tailgate until they receive a second notification letter that will instruct them to schedule an appointment with their Volvo retailer for this repair.

A total of 43,150 U.S. and 3,728 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R89910 Tailgate Lift Arms" 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.

If you have any questions concerning this recall send them to recall@volvocars.com.

OWNER NOTIFICATION

A first owner notification letter will be sent out immediately that will notify the owner of this recall and the lack of available parts at this time. When parts availability improves, a second letter will be mailed to owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

PORT VEHICLES

All vehicles from the ports must be checked for any incomplete recalls or service campaigns or service upgrades prior to delivery.

PARTS / PARTS RETURN

Please refer to Parts Bulletin 83-R89910.

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". The signature is written in a cursive style.

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



Quality Bulletin

TITLE:

**R89910: Tailgate Lift Arms (Drive Units)
Model Year 2018 – 2019 XC60**

GROUP:	CAT/NO: R89910	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada	
REFERENCE BULLETINS: PB 83-R89910				ISSUE DATE: 2019-01-28	STATUS DATE: 2019-01-28
Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

“Right first time in Time”

BULLETIN REFERENCE PB 83-R89910

- A. RECALL R89910 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

Bulletin Changes – Updated section I Special Tool information

A. RECALL R89910 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group, has decided to launch Recall R89910 on certain model year 2018 – 2019 XC60 vehicles equipped with a Power Operated Tailgate (POT).

Volvo has identified that the tailgate lifting arms (drive units) under certain conditions and cold temperatures may freeze. If this would occur, it may lead to noise or loss of function when operating the tailgate in freezing conditions with risk of separation of the tailgate lifting arms. In worst case scenario, this may result in complete separation of tailgate lifting arms with spring detaching and projecting in a rearward direction with significant force resulting in risk for personal injury.

The corrective action is replacement of the tailgate lifting arms with an improved design part.

A total of 43,150 U.S. and 3,728 Canadian vehicles are eligible for this recall.



PARTS AVAILABILITY

Parts availability is very limited at this time. Please refer to the attached Parts Bulletin for the latest parts information.

WHAT SHOULD YOUR CUSTOMERS DO NOW?

If your customer experiences noise or have separation of the tailgate lifting arms when operating the tailgate, or in the event of the tailgate lifting arms being bent or the tailgate doesn't close properly, they should not open or close the tailgate.

If your customer does not have any of the above described symptoms, they can use the tailgate until they receive a second notification letter that will instruct them to schedule an appointment with their Volvo retailer for this repair.

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 R89910 Tailgate Lift Arms" will appear for eligible vehicles or check eligibility in TIE.

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

If you have any questions concerning this recall send them to recall@volvocars.com.

C. PARTS / PARTS RETURN

Please refer to Parts Bulletin 83-R89910.

No parts will need to be returned to the Technical Material Analysis department.

PORT VEHICLES

All vehicles from the ports must be checked for any incomplete recalls or service campaigns or service upgrades prior to delivery.

D. OWNER NOTIFICATION

A first owner notification letter will be sent out immediately that will notify the owner of this recall and the lack of available parts at this time. When parts availability improves, a second letter will be mailed to owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

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 vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.



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 R89910 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: R89910
Cause Code: 02
CSC Code: XW
Main OP: 97627
Failed Part: 32136006

REPLACE TAILGATE LIFT ARMS ONLY

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97627	Replace Tailgate Lift Arms (2)	1	0.4

REPLACE BENT TAILGATE LIFT ARMS ONLY

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97627	Replace Tailgate Lift Arms (2)	1	0.4
97628	Controlled Dismantling of Bent Arms	1	0.3

Special tools listed below may **ONLY** be claimed one time per dealer under claim type 01

- Claim type 01
- Customer Symptom code -- 1C -- Administrative
- Failure Code -- 98 -- Volvo Program
- Sublet Operation 08065 - R89910 LOCALLY SOURCED TOOLS

SPECIAL TOOLS

	<u>Qty</u>	<u>Part Number</u>	<u>Notes</u>
Felt Tape	1	1985620	Wurth Product
Rope	2	1/2 inch x 30 foot	Locally Sourced
Heavy Duty Tarp	1	10MM 12 FT X 15 FT	Locally Sourced



Volvo Car Customer Service

QB Instruction R89910

Title	Inspection and replacement of "drive units", tailgate lift arms	Page:	1 (5)
Action			

Issue	Date	Reason
1	2019-01	First issue

Affected vehicles

Year	Model	Engine	Transmission	Steering	Chassis number
2018	XC60				
2019	XC60				

Materials

Materials	Qty.	Part number	Notes
Spindle drive/lift arm	2	32136006	

Special tools

	Qty.	Part number	Notes
Felt tape	1	1985620	Wurth product
Rope	2	½ in x 30 ft	Locally sourced
Heavy duty tarp	1	10mm 12ft x 15ft	Locally sourced

Use tape on the metal eyelets in the tarp to prevent paint damage.



Please note that we have 3 different conditions, see attached pictures "Instruction OK Not OK".

Condition 1, OK



Condition 2, Not OK



Condition 3, Not OK



-Condition 1, replace the lifting arms according to VIDA VCC-370949-5.

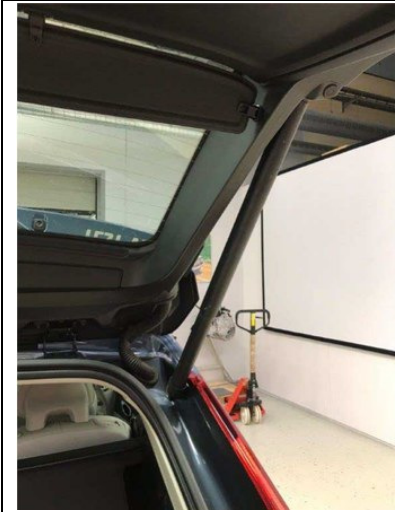
-Condition 2, Adjust and fasten the outer tube according to attached document "Instruction". Then replace the lifting arms according to VIDA, VCC-370949-5

-Condition 3, with a bent lifting arm(s) follow the attached "VIDEO". Cover the tailgate, open and close the tailgate until the bent lifting arm(s) is broken. Replace the lifting arms according to VIDA, VCC-370949-5.

NOTE: The video illustrate the use of shackles to secure the ropes to the handle. The method should be done without shackles by tying the ropes around handle and securing with a double knot. Use tape on the metal eyelets in the tarp to prevent paint damage.

Inspection, Removal, Installation

1.

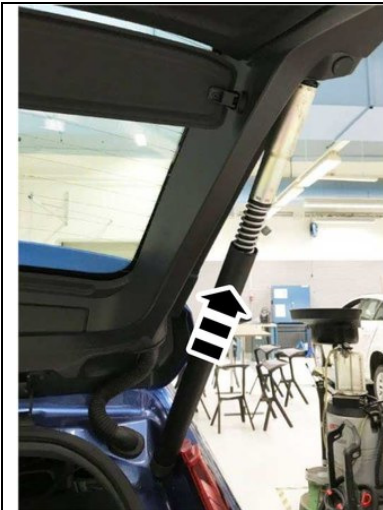


Condition 1

If motor, power operated tailgate looks according to image, both dampers are to be replaced according to Vida:

Motor, power operated tailgate

2.



Condition 2

Warning: Do not close tailgate.

If motor, power operated tailgate looks according to image, the tailgate must not be closed.

Lift up the outer tube and secure it so that the outer tube does not slide down.

Both lift arms are to be replaced according to Vida:

Motor, power operated tailgate

Inspection, Removal, Installation

3.



Condition 3

Warning: Do not operate the tailgate.

Warning: Make sure that there are no people behind the vehicle when you perform this operation

If motor, power operated tailgate looks according to image, the tailgate must not be closed.

When dismantling the broken lift arms see attached instruction video in QB-R89910 in TIE. **Note: Use tape on the metal eyelets in the tarp to prevent paint damage.**

Then both lift arms are to be replaced according to Vida:

Motor, power operated tailgate

4.



Condition 3

Warning: Do not operate the tailgate.

Warning: Make sure that there are no people behind the vehicle when you perform this operation.

If motor, power operated tailgate looks according to image, do not operate tailgate.

When dismantling the broken lift arms see attached instruction video in QB-R89910 in TIE. **Note: Use tape on the metal eyelets in the tarp to prevent paint damage.**

Then both lift arms are to be replaced according to Vida:

Motor, power operated tailgate

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Parts Bulletin

TITLE:

**Recall R89910: Tailgate Lift Arms
Model Year 2018-2019 XC60**

GROUP: 8	CAT/NO: R89910	REFERENCE BULLETINS: QB-R89910	CAR MARKET: United States and Canada	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: 2019-01-25	STATUS DATE: 2019-01-25
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
				Page 1 of 1

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UPDATE: Revised order and allocation plan below

Reference Bulletins: QB-R89910

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In worst case scenario, this may result in complete separation of tailgate lifting arms with spring detaching and projecting in a rearward direction with significant force resulting in risk for personal injury.

The corrective action is replacement of the tailgate lifting arms with an improved design part.

A total of 43,150 U.S. and 3,728 Canadian vehicles are eligible for this recall.

The following part number applies:

Part Number	Description	Qty
32136006	Drive Unit (Tailgate Lift Arms)	2

An allocation will be conducted to all retailers starting on January 28th.

Critical orders will be accepted for emergency car inoperable situations only, and will require a repair order number when contacting option 2.