



## **Recall R89978: Door Latches**

MODEL YEAR 2011 - 2017

MODEL: S60, V60, S60CC, S60I, V60CC

DATE: 12/12/19

MARKET – U.S.

ISSUING DEPARTMENT: WARRANTY

### **BULLETIN REFERENCE**

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### **A. RECALL R89910 DESCRIPTION**

Volvo Car USA LLC on behalf of Volvo Car Group, has decided to launch Recall R89978 on certain model year 2011 – 2017 S60, V60, S60CC, S60I, V60CC vehicles.

Volvo has identified that if the vehicle is exposed to extreme hot climate conditions over time, the door latch will be weakened and the retention hook for pawl spring in the side door latch may break off while being used, i.e. when the door is being opened.

The corrective action is to replace all four (4) door latches in both front and rear side doors with new improved door latches.

A total of 145,072 U.S. vehicles are eligible for this recall.

### **PARTS AVAILABILITY**

Parts availability is very limited at this time. Parts information will be communicated as soon as it is available.

### **WHAT SHOULD YOUR CUSTOMERS DO NOW?**

In the majority of the cases customers will react to the difficulty of closing the door if there is an issue with the door latch.

However, if the driver/passenger does not notice that the door is bouncing / not latching, the open-door warning (AJAR switch) light will illuminate in the Driver Information Module (DIM). If the vehicle does not exhibit any of the above conditions, the vehicle is ok to operate.

Seat belts should always be worn by all occupants in your vehicle. Children should be properly restrained using an infant seat, adjustable child seat or booster cushion as determined by age, weight and height.

## **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 R89978 Door Latch" 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](mailto:recall@volvocars.com).

## **C. PARTS / PARTS RETURN**

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

## **PORT VEHICLES**

No eligible vehicles are in the ports.

## **D. OWNER NOTIFICATION**

A first owner notification letter will be sent out in January 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 R89978 claims should be submitted using the LONG FORM application only.

## **H. TECHNICIAN COMPETENCY REQUIREMENT**

This section will be updated when information is available.

## **I. RETAILER ALLOWANCE (LONG FORM APPLICATION)**

This section will be updated when information is available.