



Recall R89910: Tailgate Lift Arms (Drive Units)

MODEL YEAR 2018 – 2019

MODEL: XC60

DATE: 01/18/19

MARKET – U.S. AND CANADA

ISSUING DEPARTMENT: WARRANTY

BULLETIN REFERENCE PB 83-R89910

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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

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

REPLACE BENT TAILGATE LIFT ARMS ONLY

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