



# Quality Bulletin

TITLE:

**Recall R89978: Door Latches  
Model Year 2011 - 2017 S60, V60, S60CC, S60I, V60CC – REVISED**

<b>GROUP:</b>	<b>CAT/NO:</b> R89978	<b>ISSUING DEPARTMENT:</b> Regulatory and Compliance	<b>CAR MARKET:</b> United States	
<b>REVISIONS:</b> B. Vehicles Involved; H. Technician Competency Requirement; I. Retailer Allowance			<b>ISSUE DATE:</b> 2020-01-31	<b>STATUS DATE:</b> 2020-03-30
<b>Service Personnel:</b> Read and initial	<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 3</b>

**“Right first time in Time”**

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**A. RECALL R89978 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 vehicles exposed to hot climate conditions over time, can cause the door latch to weaken and the retention hook for the pawl spring in the side door latch to break. This can make the doors difficult to latch, or lead the driver/passenger to believe the door is securely closed when it is not.

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.



## 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.

Prior to performing Recall R89978 it’s recommended that you perform a functionality test of all door locks and keyless systems and note any functions that are inoperable.

Recall R89978 only addresses concerns related to the doors opening on their own.

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

Please refer to Parts Bulletin 8-R89978. 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 second owner notification letter will be sent out early May, 2020 that will notify the owner of this recall instructing them to contact their Volvo retailer and request an appointment to have this repair completed at NO Charge to the customer.

## 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

The technician competency requirement for this campaign repair is:

- Level 2 - Certified Technician
- Level 1 - Quality Technician

Quality Technicians will be required to watch R89978 Door Latch Repair Procedures webinar on March 31, 2020 at 2:00PM EDT or visit Volvo Car Performance Academy to take course #1896R.

## I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

**Claim Type: R89978**

**Cause Code: 02**

**CSC Code: XW**

**Main OP: 97674**

**Failed Part:**

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97674	Remove/Install Door Locks X4 (LOP Includes all 4 doors)	1	2.0