



# Parts Bulletin

TITLE:

**R89978 Door Locks / Latches  
Model Year 2011 – 2017 S60, V60, S60CC, S60I, V60CC**

<b>GROUP:</b> 8	<b>CAT/NO:</b> R89978	<b>REFERENCE BULLETINS:</b> QB R89978	<b>CAR MARKET:</b> United States
<b>COPY TO / CIRCULATIONS (PLEASE INITIAL):</b>			<b>ISSUE DATE:</b> 2020-03-30
<b>GENERAL MANAGER</b>	<b>PARTS MANAGER</b>	<b>SERVICE MANAGER</b>	<b>SALES MANAGER</b>
			<b>STATUS DATE:</b> 2020-03-30
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**“Right first time in Time”**

**UPDATE: Revised ordering instructions**

**Reference Bulletins: QB R89978**

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 USA vehicles are eligible for this recall.

# Parts Bulletin R89978



Depending on the vehicle model and optional equipment, any 4 of the following part numbers will apply:

Part Number	Description	Latch Location	Market	Qty
<b>31349858</b>	<b>Door Lock W/O Dead Lock</b>	<b>LF</b>	<b>U.S.</b>	<b>1</b>
<b>31349860</b>	<b>Door Lock W/O Dead Lock</b>	<b>RF</b>	<b>U.S.</b>	<b>1</b>
<b>31349862</b>	<b>Door Lock W/O Dead Lock Manual Child Lock</b>	<b>LR</b>	<b>U.S.</b>	<b>1</b>
<b>31349866</b>	<b>Door Lock W/O Dead Lock Manual Child</b>	<b>RR</b>	<b>U.S.</b>	<b>1</b>
31349865	Door Lock W/O Dead Lock Electric Child Lock	LR	U.S.	1
31349869	Door Lock W/O Dead Lock Electric Child Lock	RR	U.S.	1
31349870	VIDA incorrect! Use P/N 31349862	LR	U.S.	1
31349871	VIDA incorrect! Use P/N 31349866	RR	U.S.	1
31349859	Door Lock LF Dead Lock	LF	*TDS	1
31349861	Door Lock RF Dead Lock	RF	*TDS	1
31349863	Door Lock Dead Lock Manual Child Lock	LR	*TDS	1
31349867	Door Lock Dead Lock Manual Child Lock	RR	*TDS	1
31349864	Door Lock Electric Child Lock	LR	*TDS	1
31349868	Door Lock Electric Child Lock	RR	*TDS	1

\*TDS = Tourist Diplomatic Sales

Note: 97% of the vehicles affected by Recall R89978 will utilize the first (4) part number in the table above. R89978 parts bulletin is not a substitute for VIDA. Always refer to VIDA parts catalog for proper door latch application.

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