

Announcement Title			
Recall R89978: Door Latch, Model Year – 2017 S60L vehicles			
Issuer (First and last Name, Department)	Issue Date	Version No.	Last Revision Date
Quality, Product, Safety & Compliance	2026-02-23	1	2026-02-23
Audience (Retailer Job Role)		Security Class	
All U.S.		Proprietary	

Dear Retailer Partner,

Volvo Cars USA LLC, on behalf of the Volvo Car Corporation has decided to launch updated Recall R89978 – Door Latch.

Model Years	Models Included
2017	S60L

A total of 2,758 S60L U.S. vehicles have been added to this recall.

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.

To remedy affected vehicles, replace all four (4) door latches in both front and rear side doors with new improved door latches.

NEW VEHICLES IN RETAILER INVENTORY

It is against Volvo policy 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. All vehicles in your new vehicle inventory must be corrected/updated before delivery.

COURTESY VEHICLES IN RETAILER INVENTORY

Volvo requests that retailers remove all courtesy vehicles from service that are affected by a recall unless the remedy has been performed.

USED VEHICLES IN RETAILER INVENTORY

As a reminder, while current federal law does not prohibit the sale or delivery of used vehicles with open recalls, retailers should consult with their own legal and compliance advisors on whether or not to sell such vehicles. Retailers should understand and comply with any applicable local or state regulations that may apply and ensure they meet any applicable disclosure requirements.

What does this mean for customers?

We encourage customers to contact their authorized Volvo retailer and have this recall repair completed as soon as possible, free of charge.

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Vehicle eligibility must be confirmed:

- Vehicle eligibility can be confirmed in TIE using the “Vehicle Info” tab and entering the VIN. Please use “Claim Type” button to see if R89978 is available and use the performed column to see if the vehicle is eligible.
- Recall R189978 eligible vehicles not yet delivered to customers must be corrected prior to delivery.

All vehicles must be checked for any incomplete recalls, service campaigns or service actions. All open recalls, service campaigns or service action repairs must be completed. If you have any questions concerning this recall or your retailer’s affected vehicles, please send an e-mail with your retailer code to recall@volvocars.com.

Owner Notification

An owner notification letter will be sent out on or about April 6th, 2026, that will notify the owner of this recall instructing them to contact their Volvo Retailer and request an appointment to have this repair completed.

Parts / Parts Return

Please refer to the parts Bulletin R89978 Door Locks / Latches.

Claim Submission

Claim submission instructions will be made available in the R89978 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.

Your Cooperation in completing this important recall is greatly appreciated.

Sincerely

VCUSA Product, Safety, and Compliance