

**Volvo Car Customer Service****QB Instruction R89978**

<b>Title</b>	Door latch, front door	<b>Page</b>	1 ( 16 )
<b>Action</b>	Replacement	<b>Operation number:</b>	97674-2

<b>Issue</b>	<b>Date</b>	<b>Reason</b>
1	2020-03	First issue

**Affected vehicles**

<b>Model year</b>	<b>Model</b>
2011, 2012, 2013, 2014, 2015, 2016, 2017	S60 (11-17)
2016, 2017,	S60 Cross Country
2014, 2015, 2016, 2017,	S60L
2011, 2012, 2013, 2014, 2015, 2016, 2017	V60 (-17)
2015, 2016, 2017	V60 Cross Country (-17)

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.

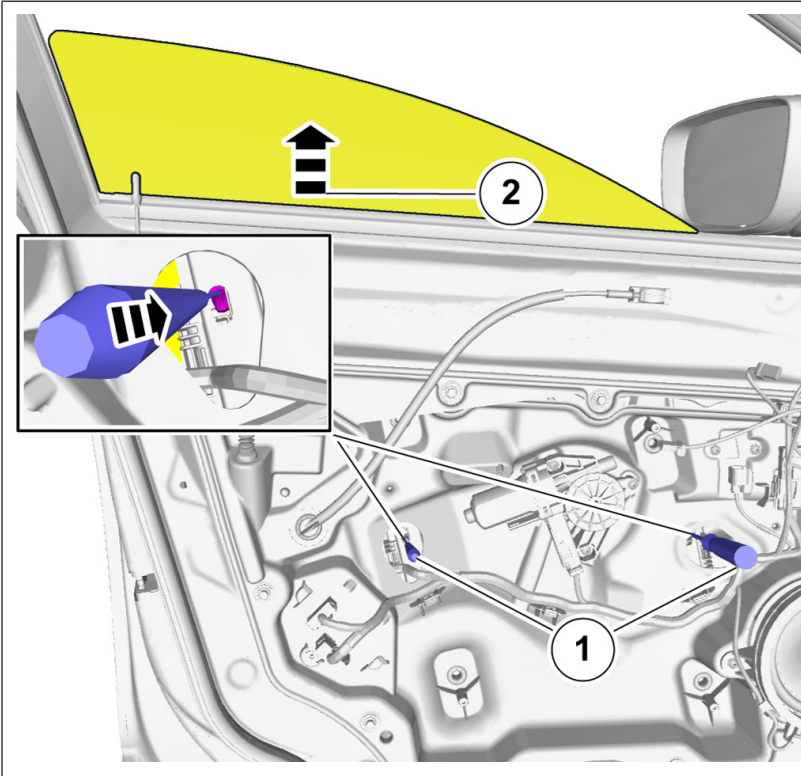
**Note:** Recall R89978 only addresses concerns related to the doors opening on their own.

## Removal

**Note! Removal steps in this procedure may contain installation details.**

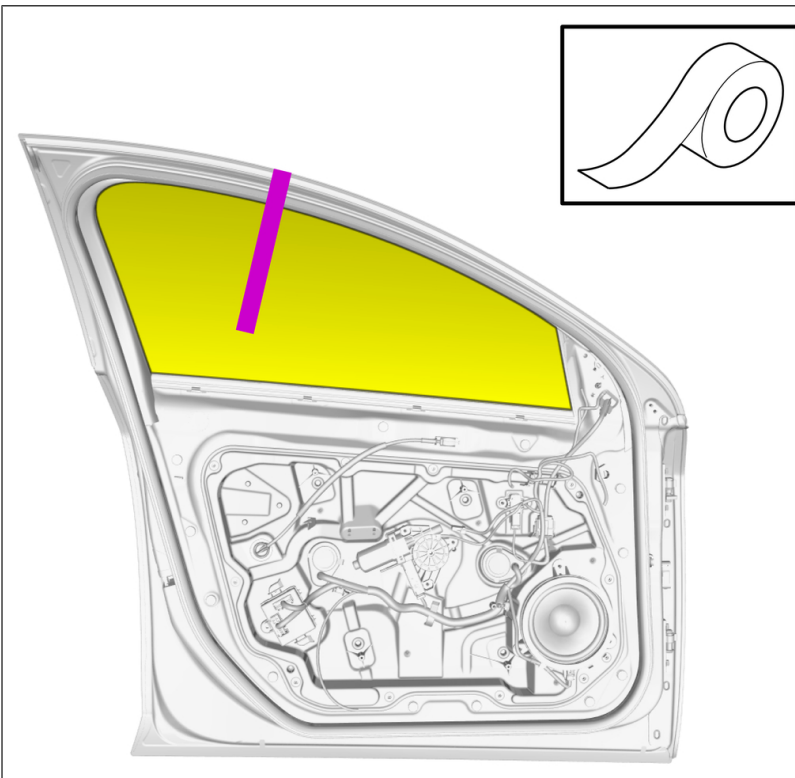


Remove panel side door front , refer to:  
Removal, replacement and installation  
8 - Body and interior  
85 - Interior  
851 - upholstery for wall/door, side, rear  
shelf, luggage rack



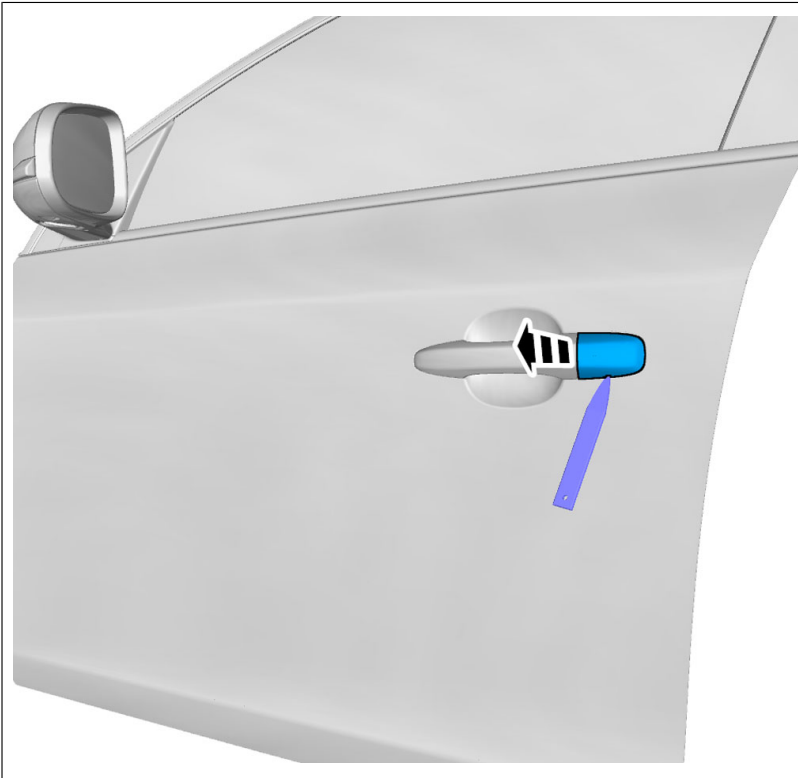
**Hint: This step may require the aid of another technician.**

- 1 . Release the catches.
- 2 . Lift the marked component up

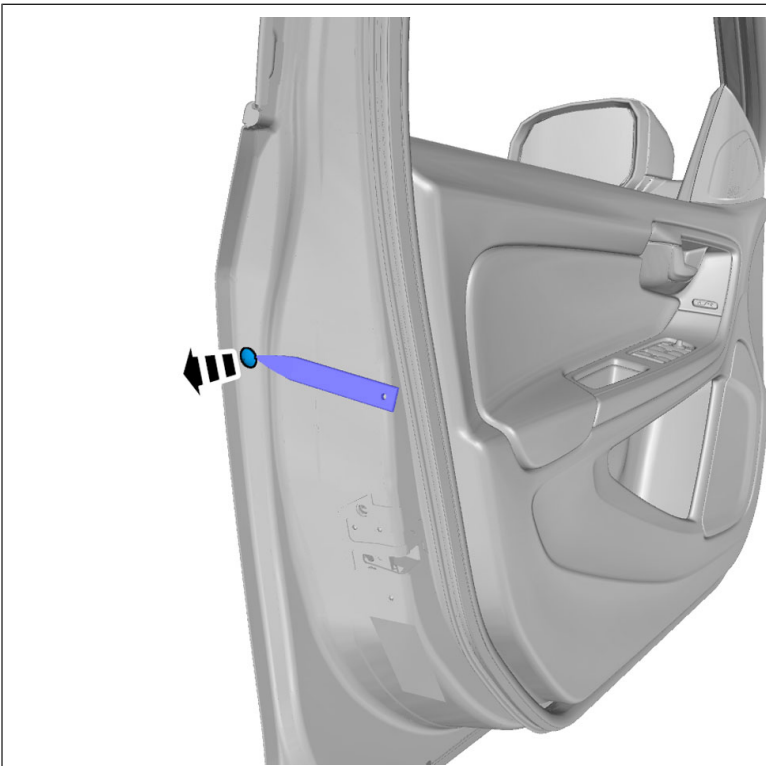


**Note! Ensure that the tape is fixed to the surface.**

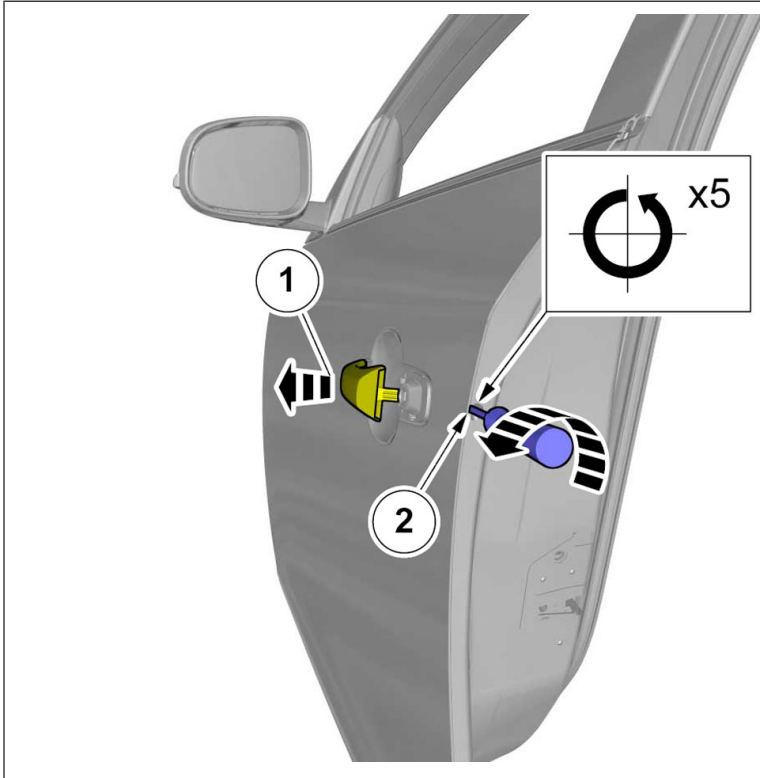
Applies to the left-hand side:



Remove the marked part.



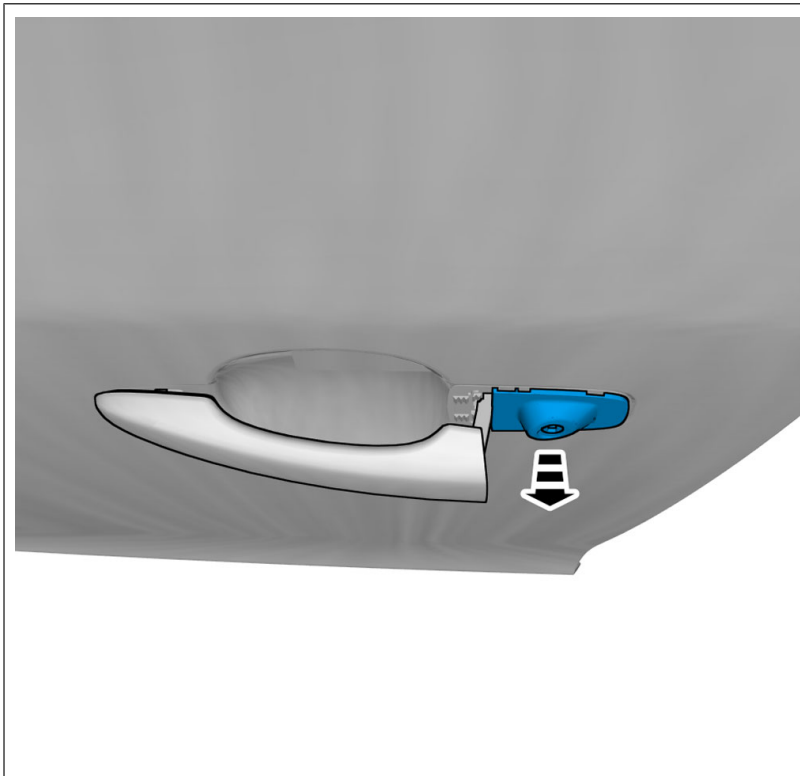
Remove the marked part.



**Caution!** Pull the door handle outwards and hold it in the pulled out position.

**Torque:**  
M5 , 5 Nm

**Important!** If these steps are not followed correctly, damage to the handle and/or components can occur.

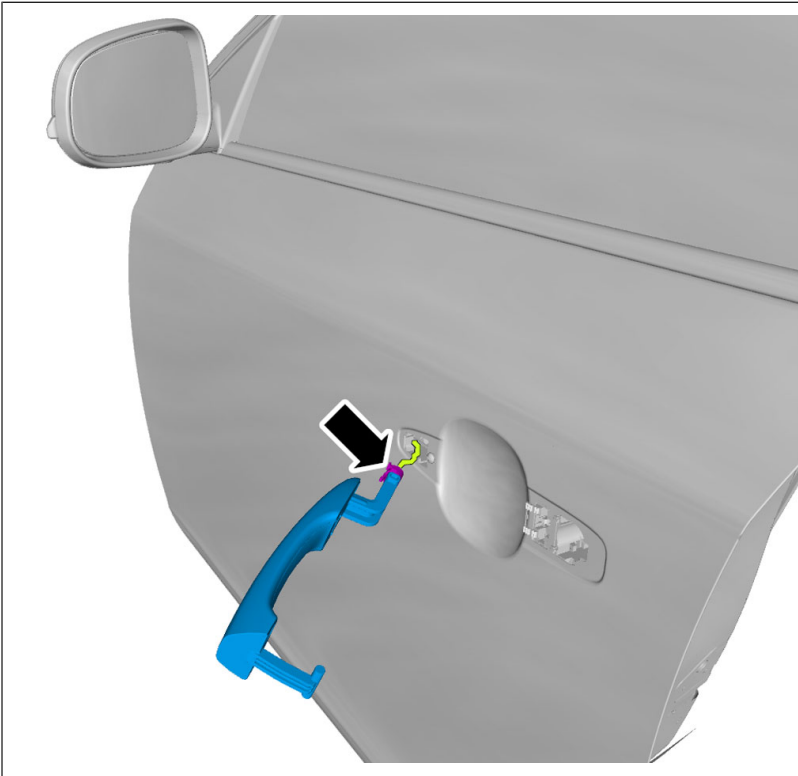


Remove the marked part.



Remove the marked part.

Vehicles with keyless entry

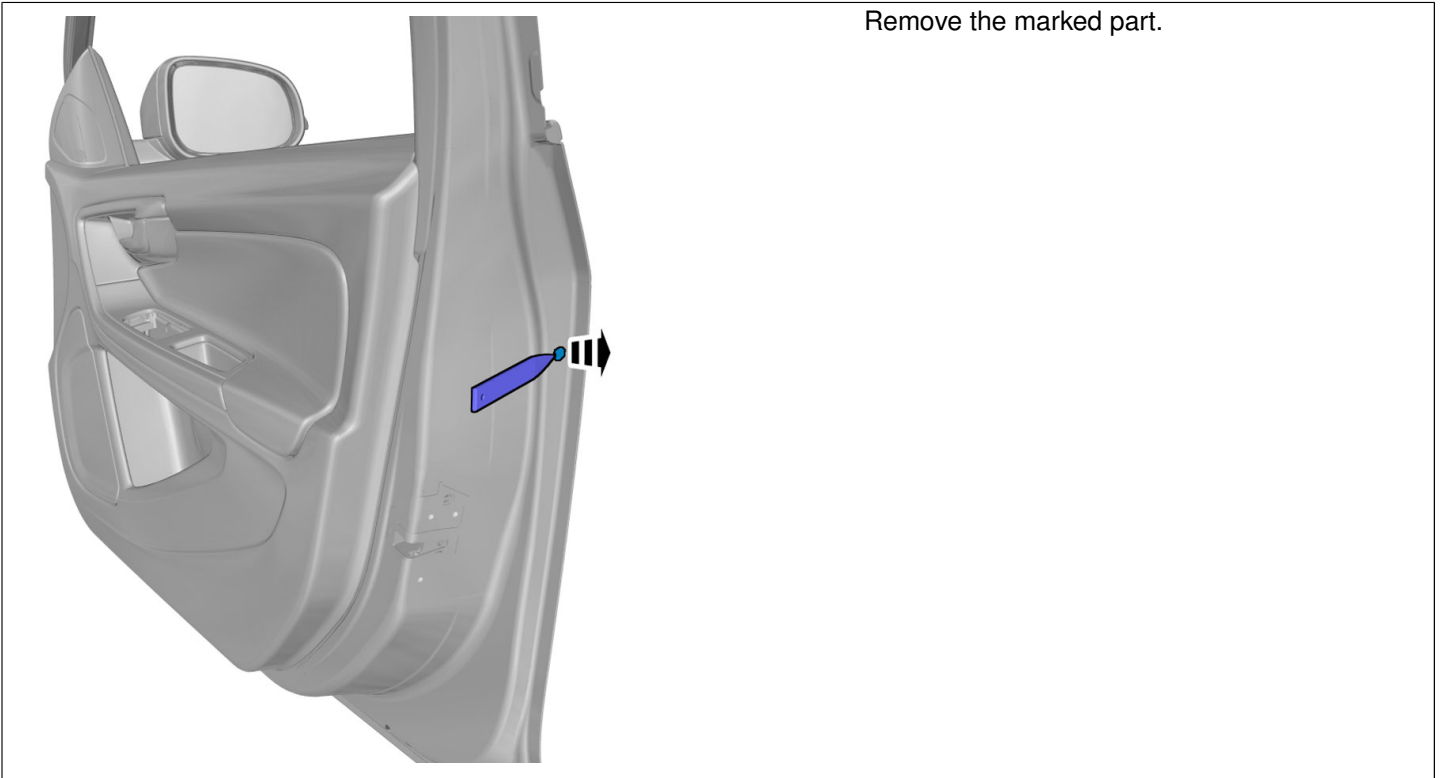


Disconnect the connector.

**Caution:** When disconnecting this connector as the harness could be shorter if repairs were previously done.

Applies to the right-hand side

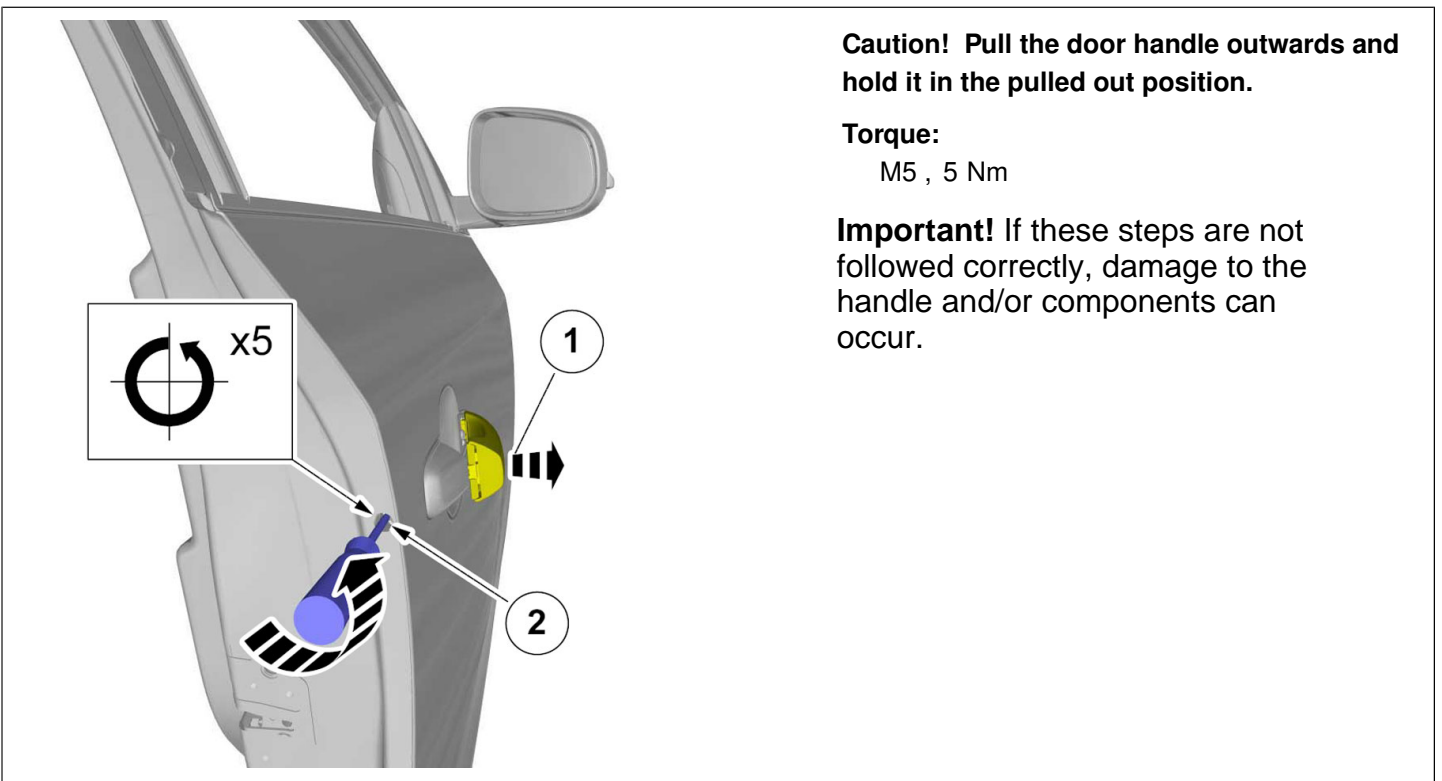
Remove the marked part.

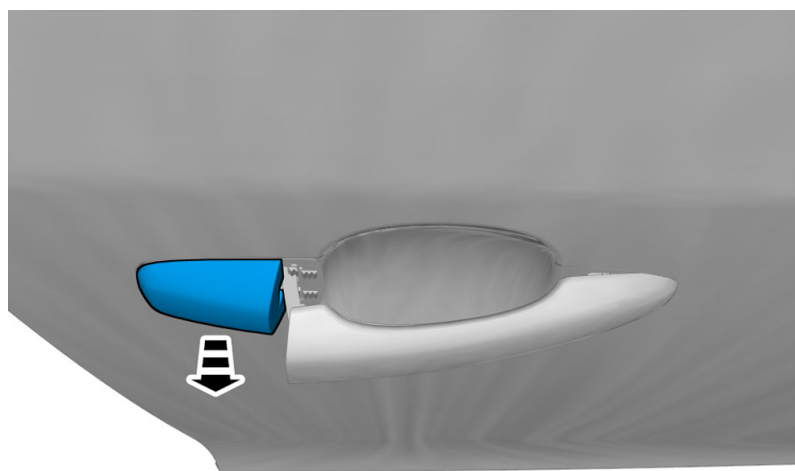


**Caution!** Pull the door handle outwards and hold it in the pulled out position.

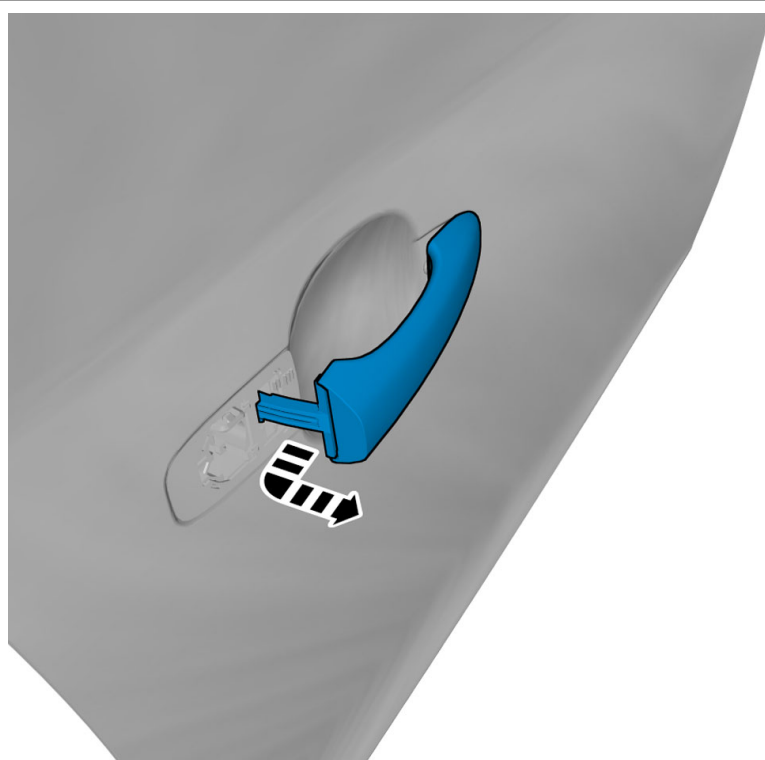
**Torque:**  
M5 , 5 Nm

**Important!** If these steps are not followed correctly, damage to the handle and/or components can occur.



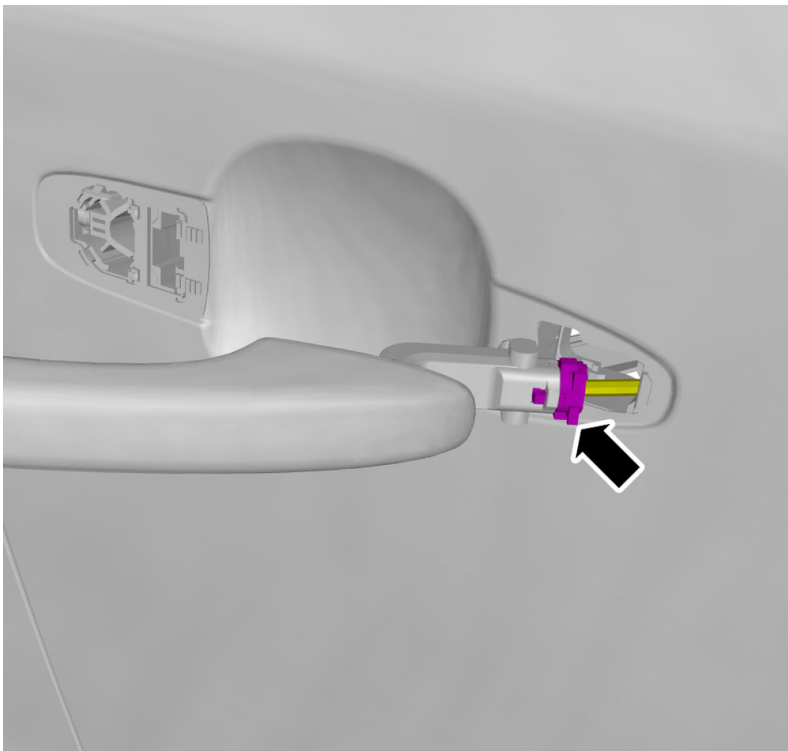


Remove the marked part.



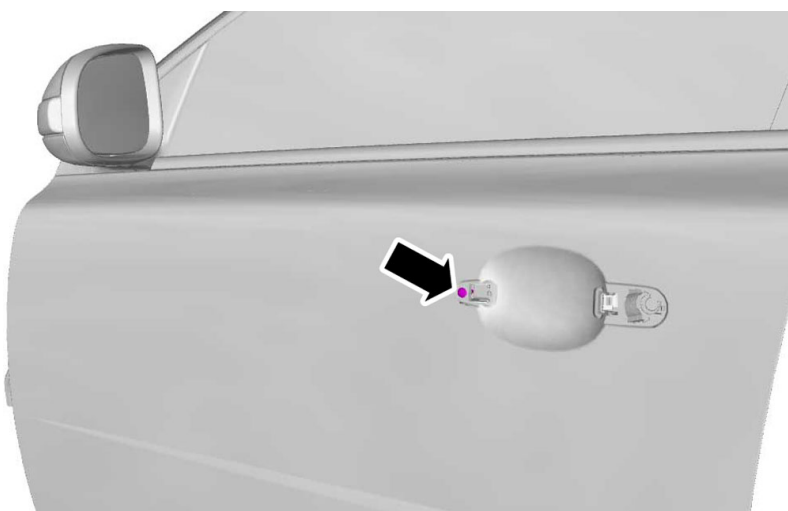
Remove the marked part.

Vehicles with keyless entry



Disconnect the connector.

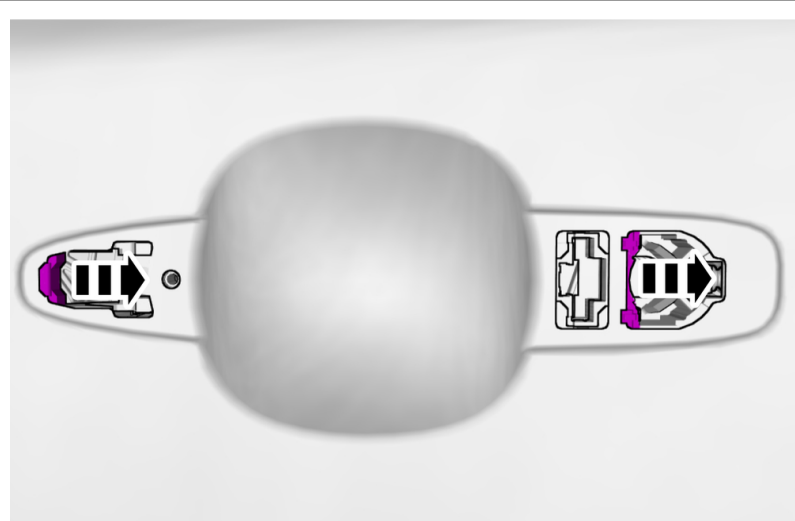
All vehicles



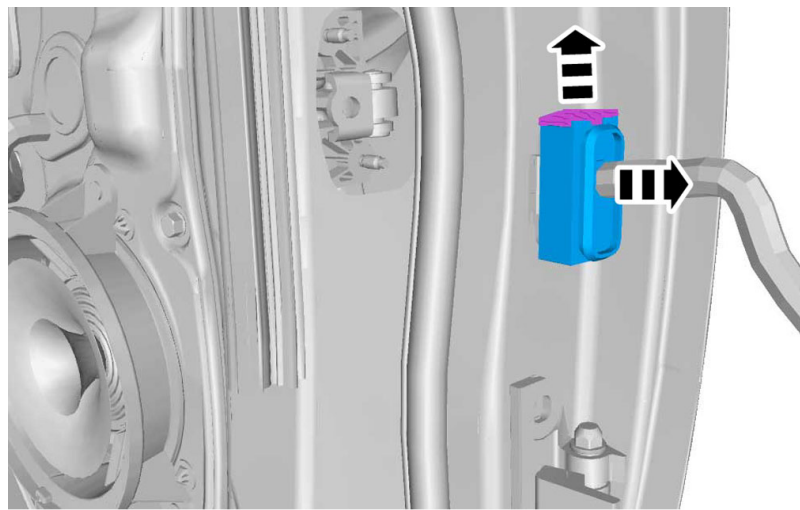
Remove the screw.



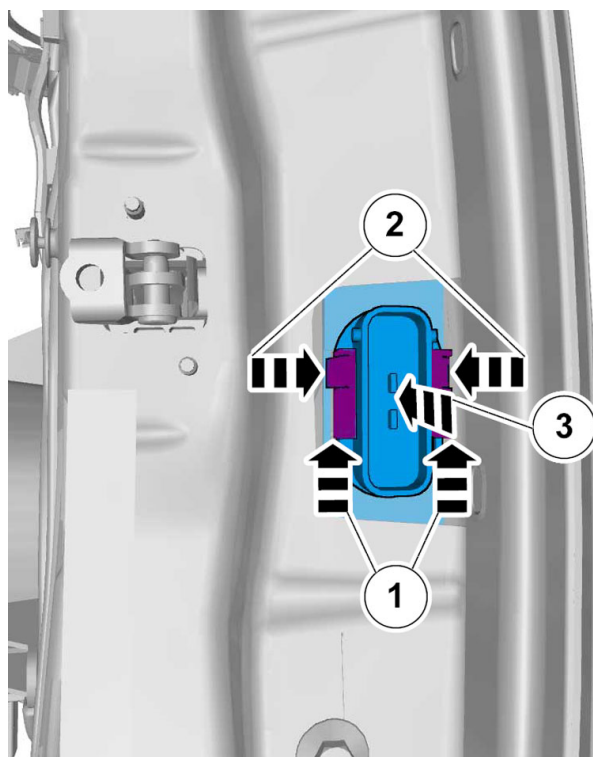
Remove the marked part.



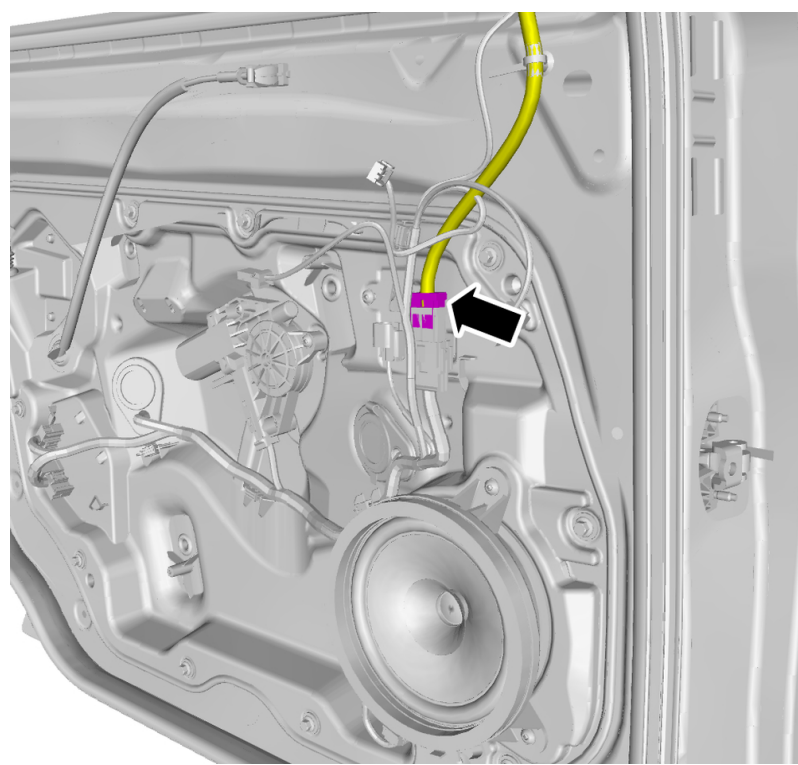
Release the catches.



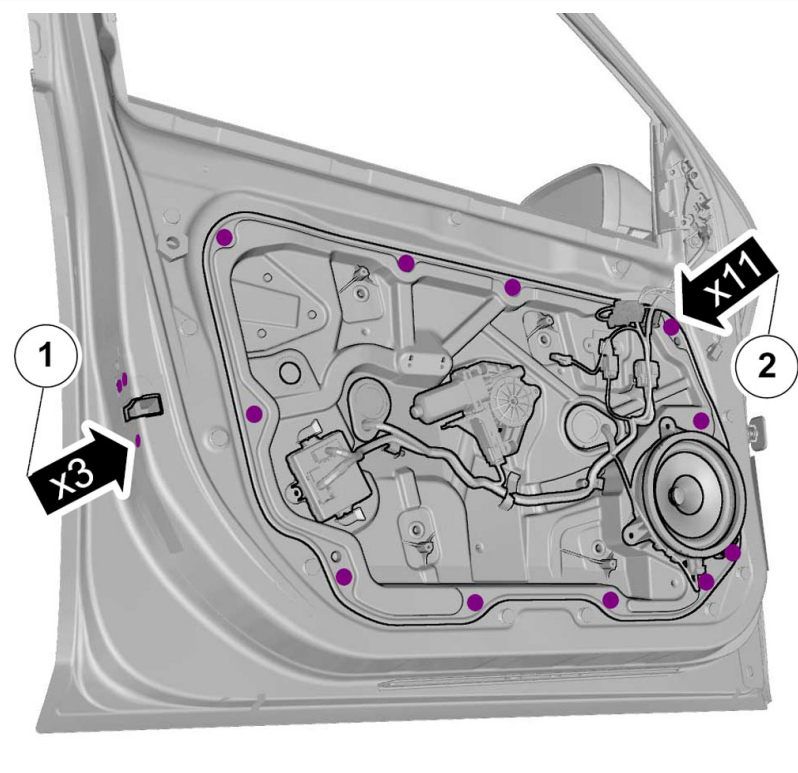
Disconnect the connector.



Release the catches.  
Press the marked component.



Disconnect the connector.

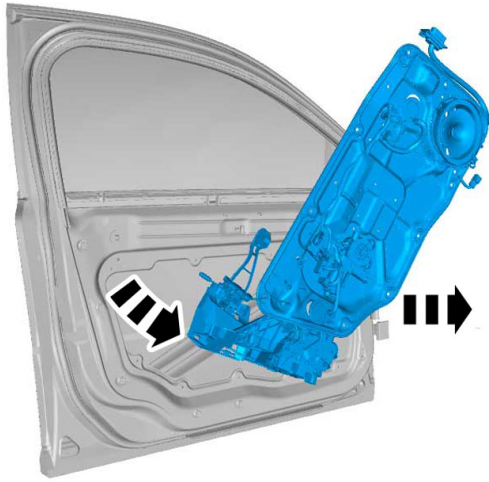


**Torque:**

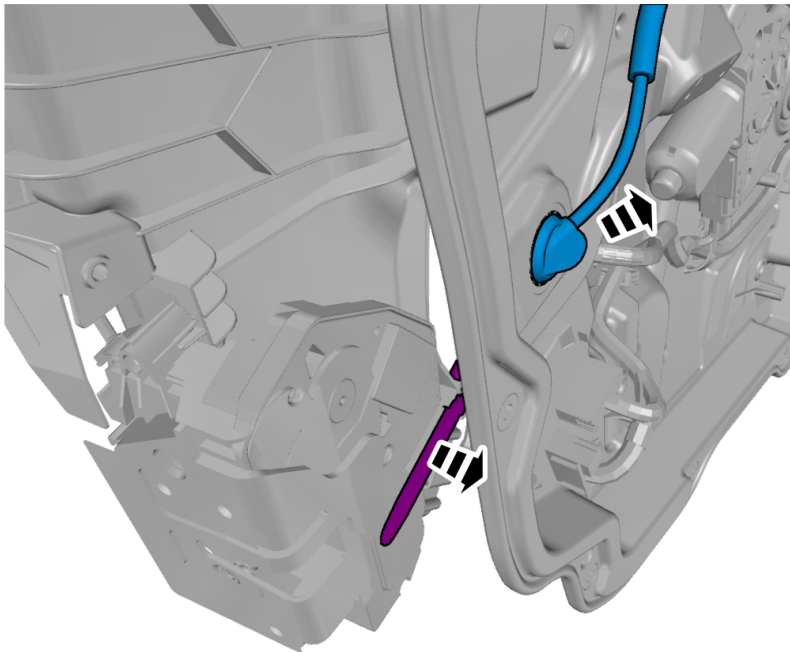
M5 , 5 Nm

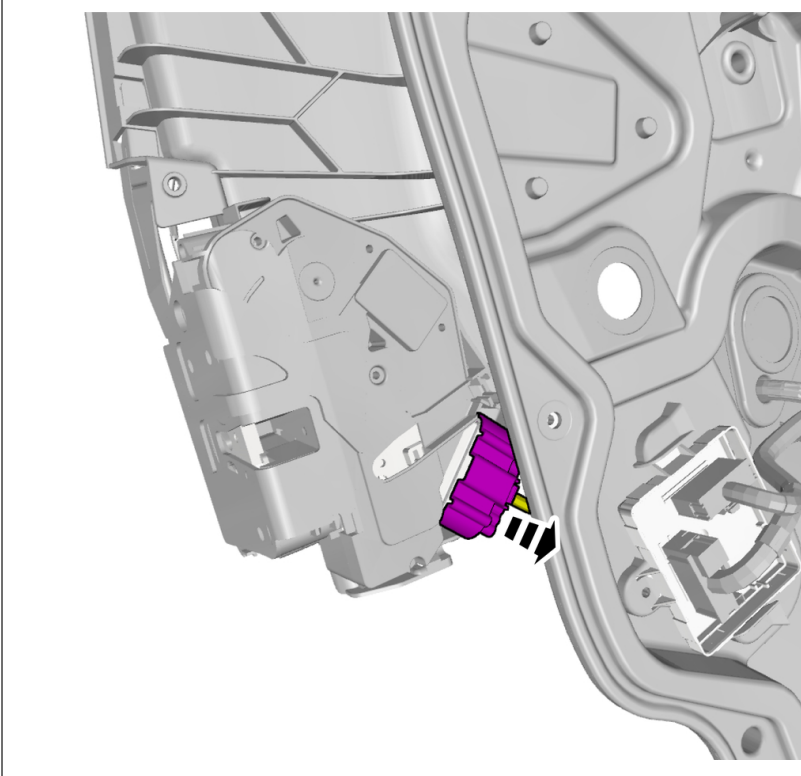
Remove the screws.

Remove the marked part.

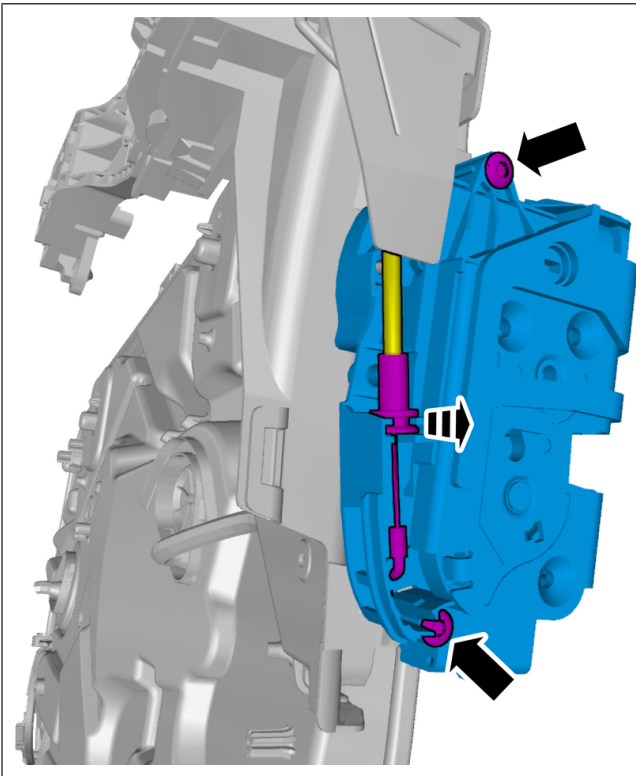


Release the cable.

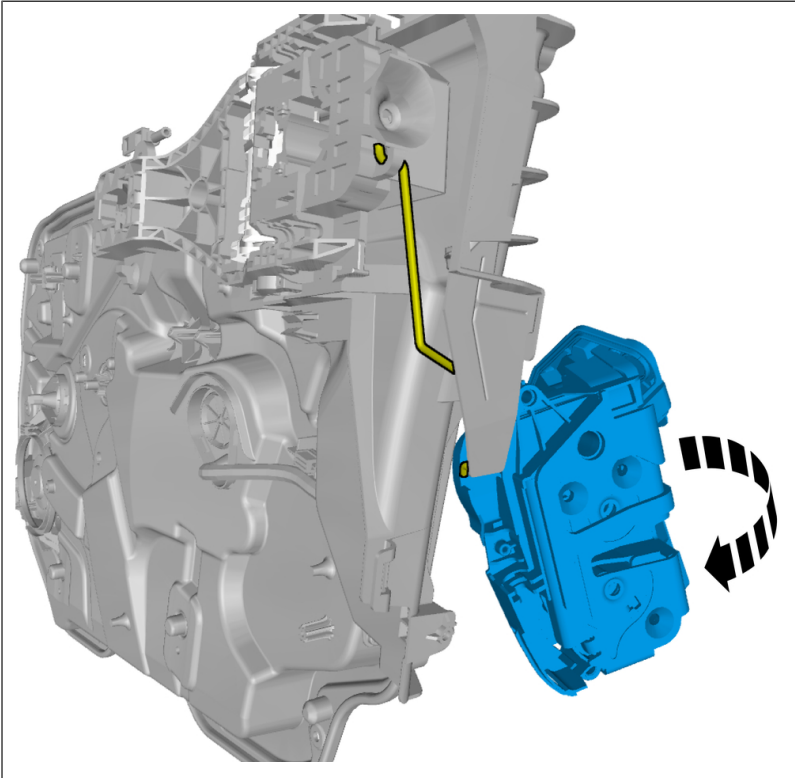




Disconnect the connector.

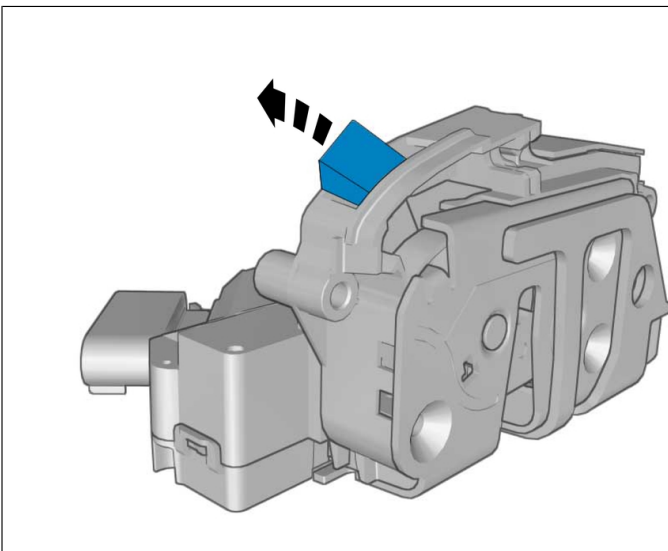


Remove the screws.  
Release the cable.



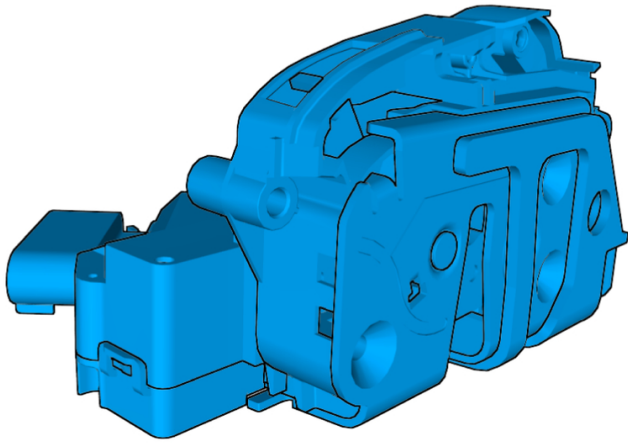
Remove the marked part.

**Installation**



**Note!** The following steps are only necessary when installing a new component.

**Note!** Remove transit protection device.



**Caution!** This component is sensitive to "mechanical stresses". If the component has been dropped onto the floor, for example, it must not be installed in a vehicle.

To install, reverse the removal procedure.

# Volvo Car Customer Service

# QB Instruction R89978

<b>Title</b>	Door latch, rear door	<b>Page</b>	1 ( 13 )
<b>Action</b>	Replacement	<b>Operation number:</b>	97674-2

Issue	Date	Reason
1	2020-03	First issue

## Affected vehicles

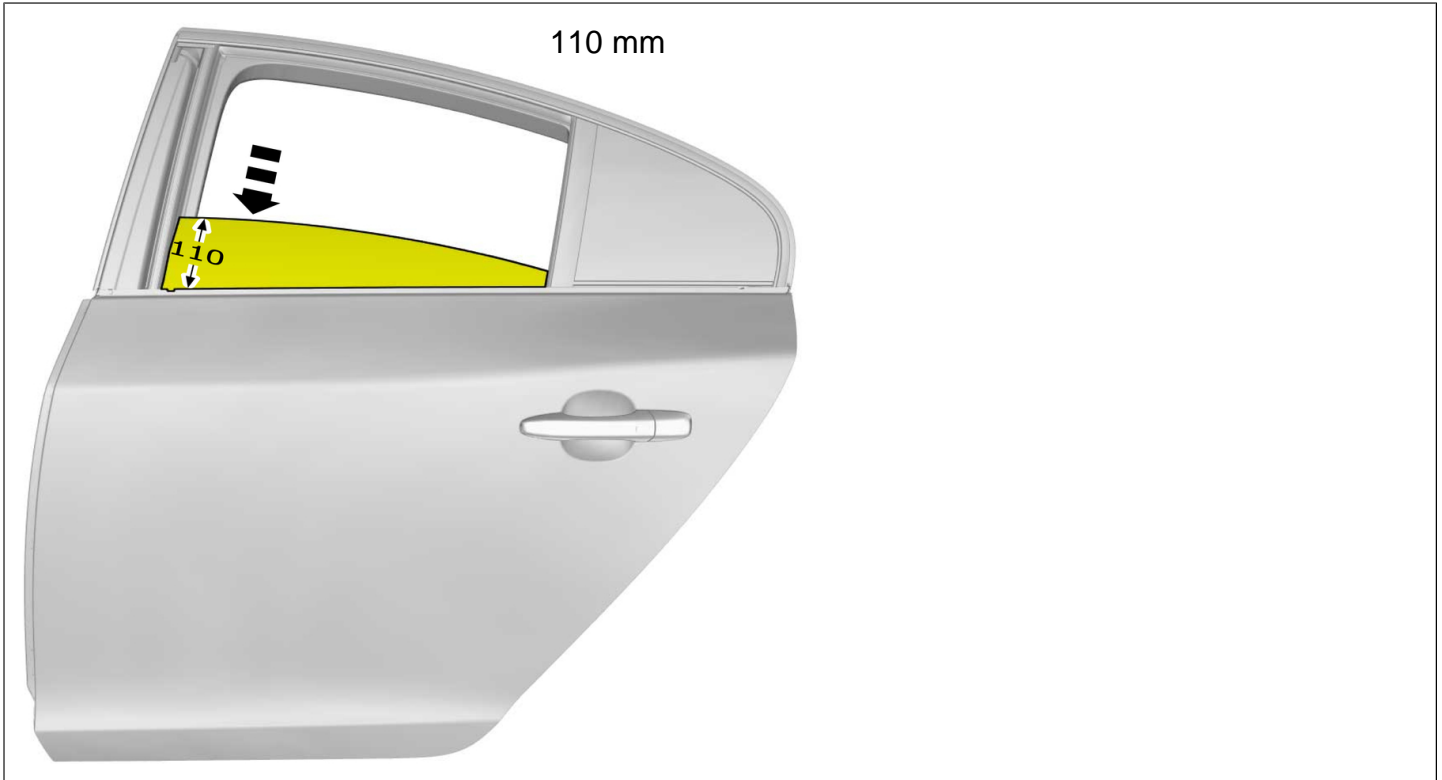
Model year	Model
2011, 2012, 2013, 2014, 2015, 2016, 2017	S60 (11-17)
2016, 2017,	S60 Cross Country
2014, 2015, 2016, 2017	S60L
2011, 2012, 2013, 2014, 2015, 2016, 2017	V60 (-17)
2015, 2016, 2017	V60 Cross Country (-17)

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.

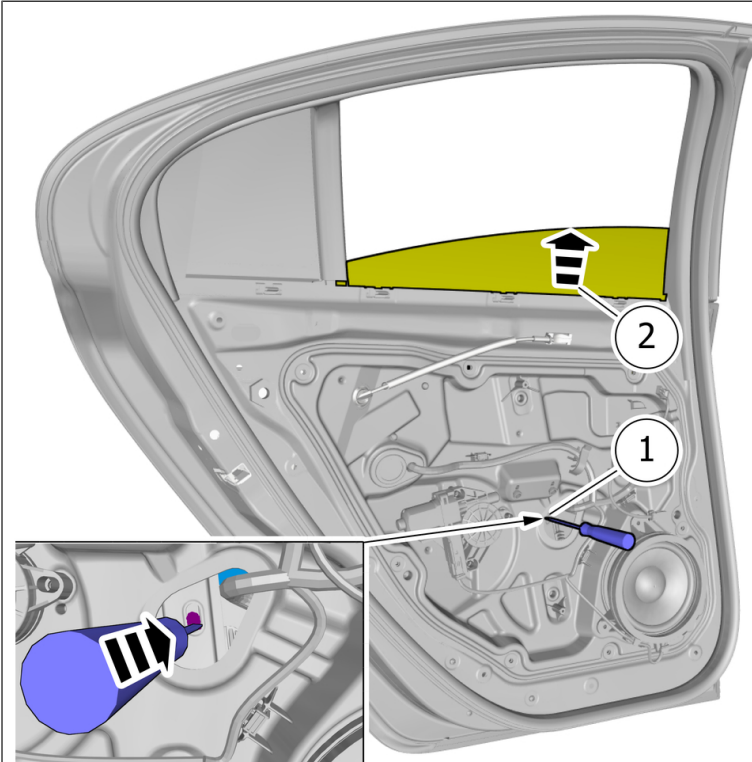
**Note:** Recall R89978 only addresses concerns related to the doors opening on their own.

## Removal

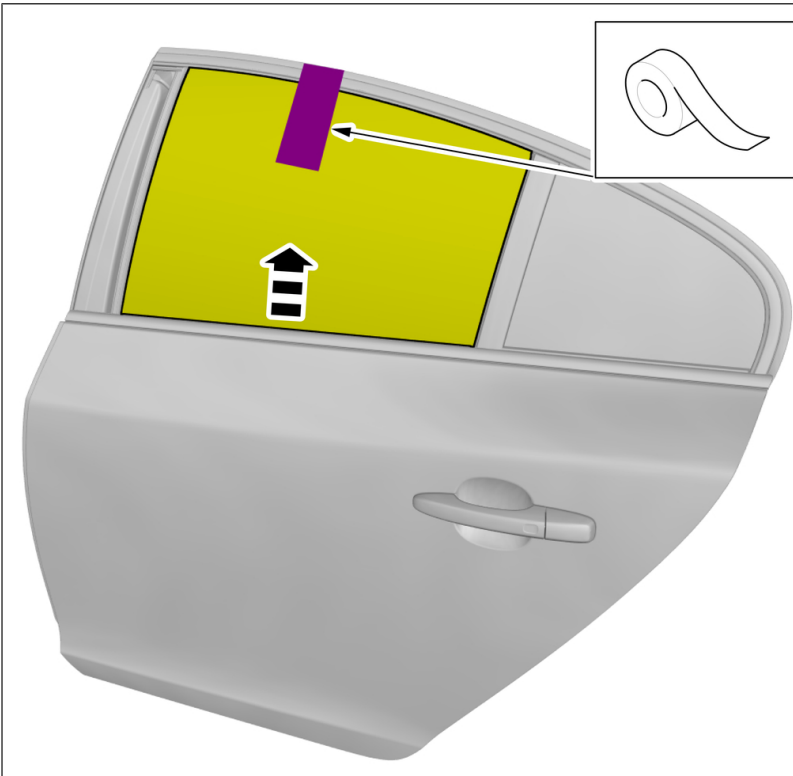
**Note! Removal steps in this procedure may contain installation details.**



Remove panel side door rear , refer to:  
Removal, replacement and installation  
8 - Body and interior  
85 - Interior  
851 - upholstery for wall/door, side, rear  
shelf, luggage rack

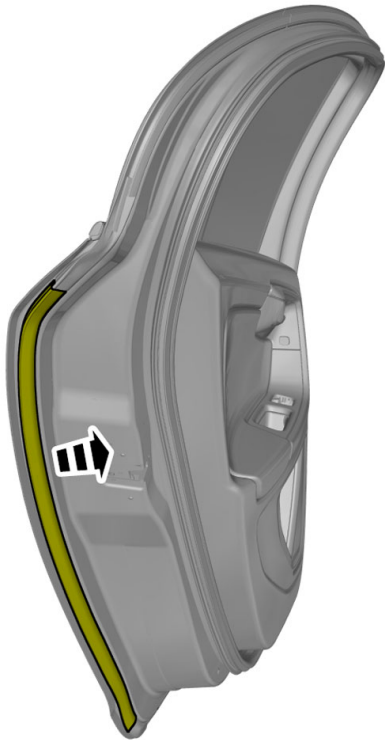


- 1 . Release the catch.
- 2 . Lift the marked component up

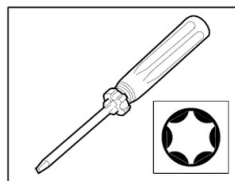
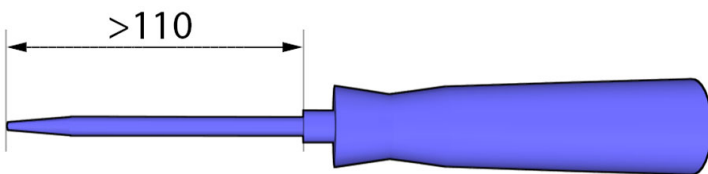


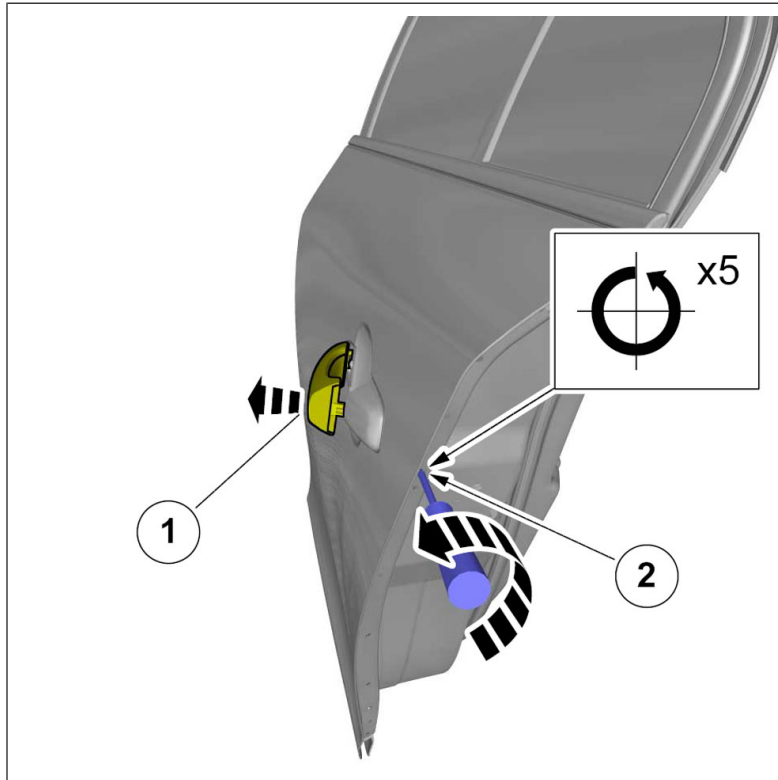
**Note! Ensure that the tape is fixed to the surface.**

Fold marked part aside.



mm

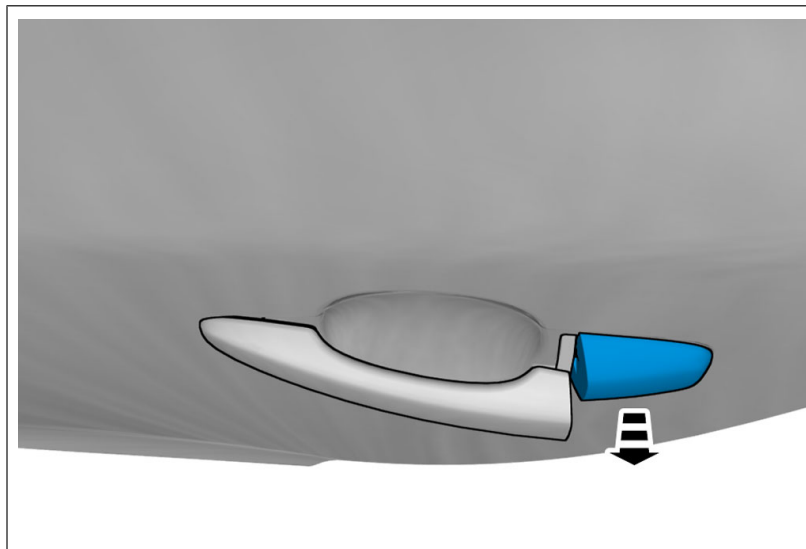




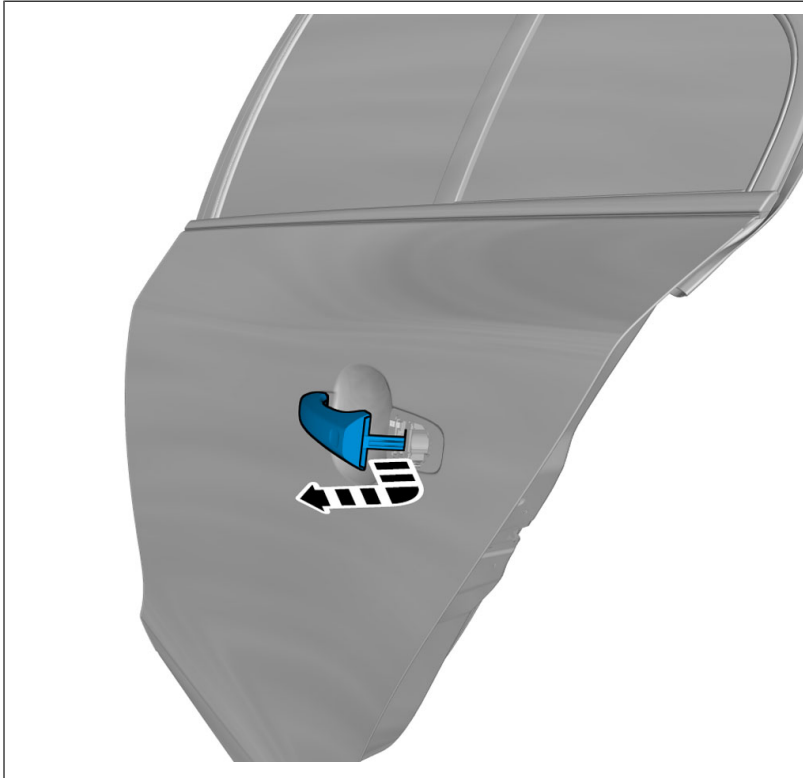
**Caution!** Pull the door handle outwards and hold it in the pulled out position.

**Torque:**  
M5 , 5 Nm

**Important!** If these steps are not followed correctly, damage to the handle and/or components can occur.

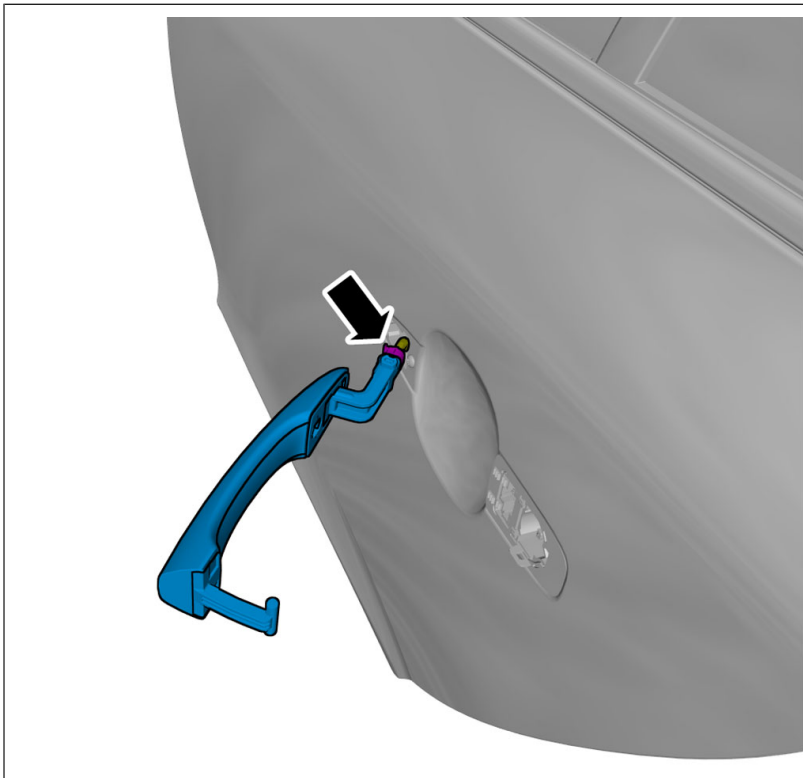


Remove the marked part.



Remove the marked part.

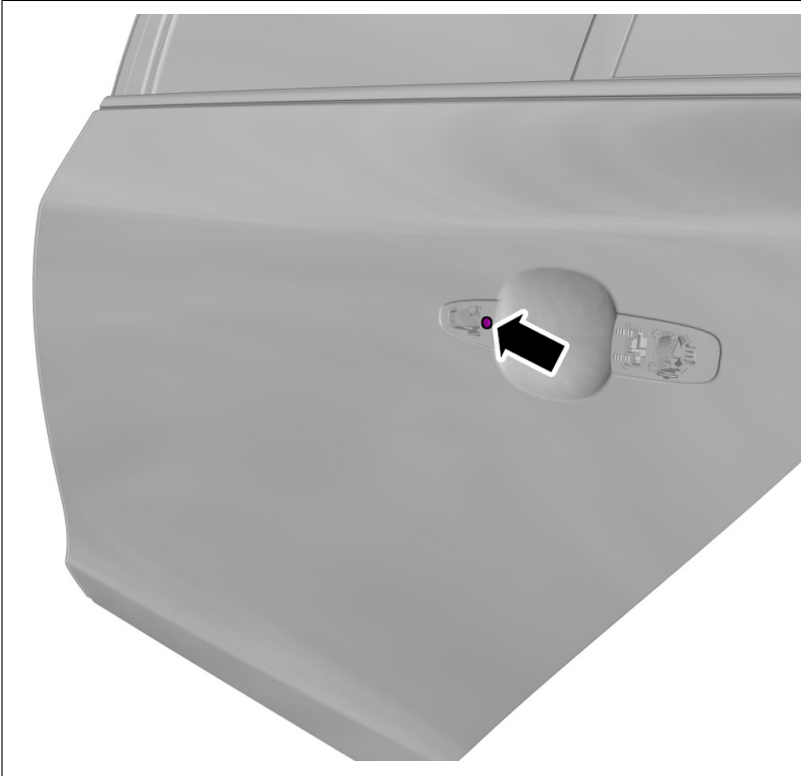
Vehicles with keyless entry



Disconnect the connector.

**Caution:** when disconnecting this connector as the harness could be shorter if repairs were previously done.

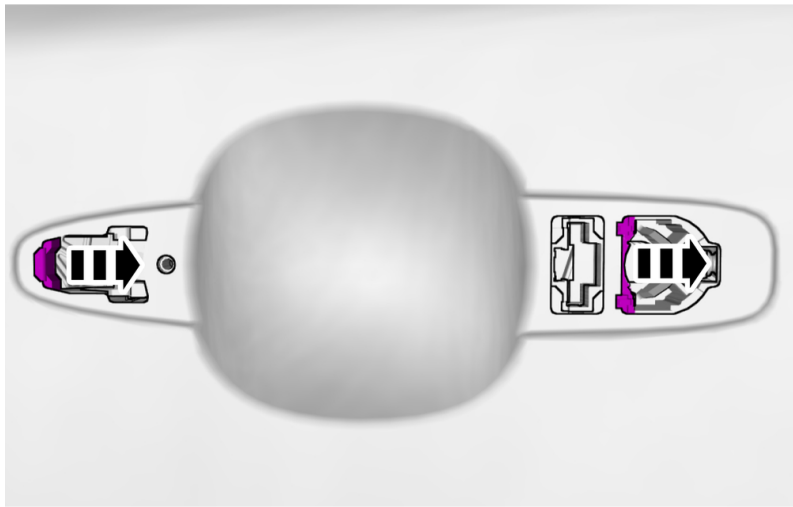
All vehicles



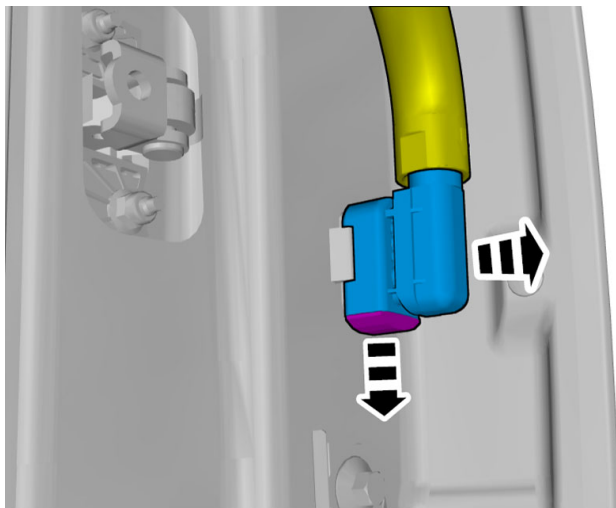
Remove the screw.



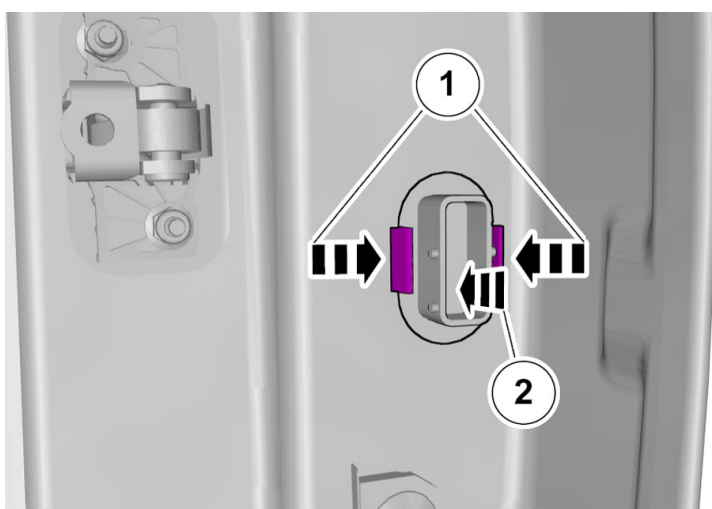
Remove the marked part.



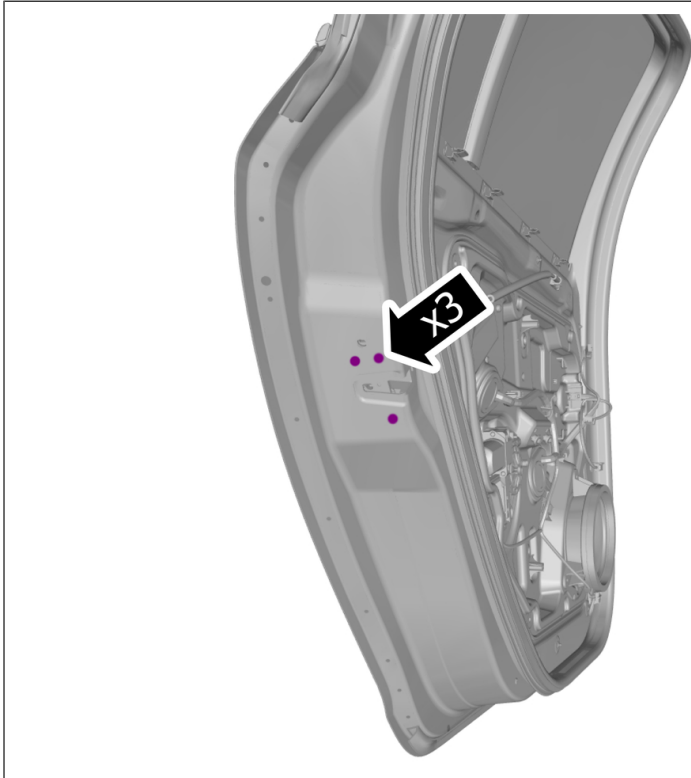
Release the catches.



Disconnect the connector.



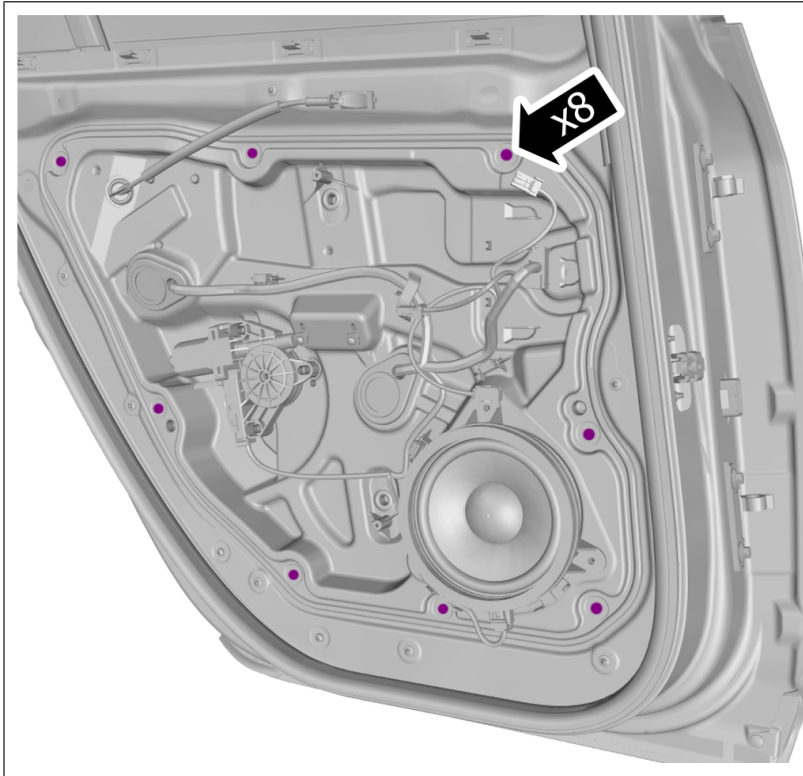
Release the catches.  
Press the marked component.



**Torque:**

M6 , 10 Nm

Remove the screws.

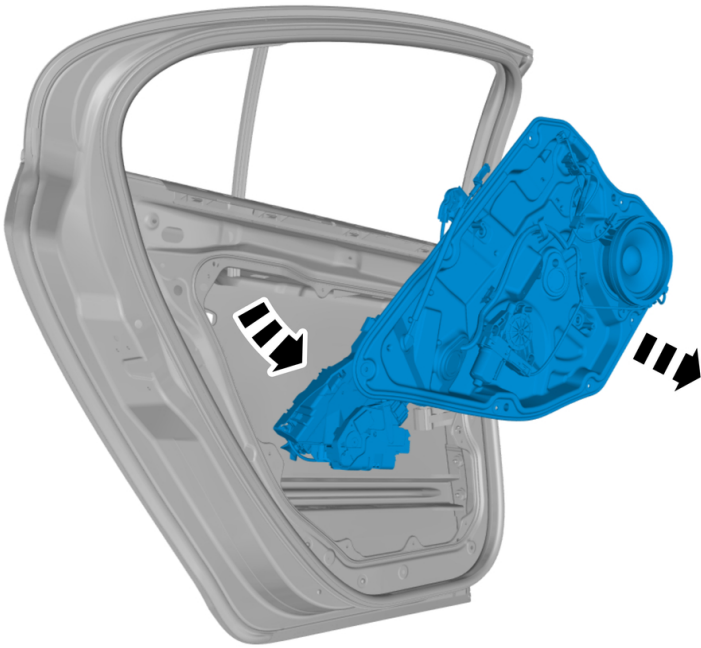


**Torque:**

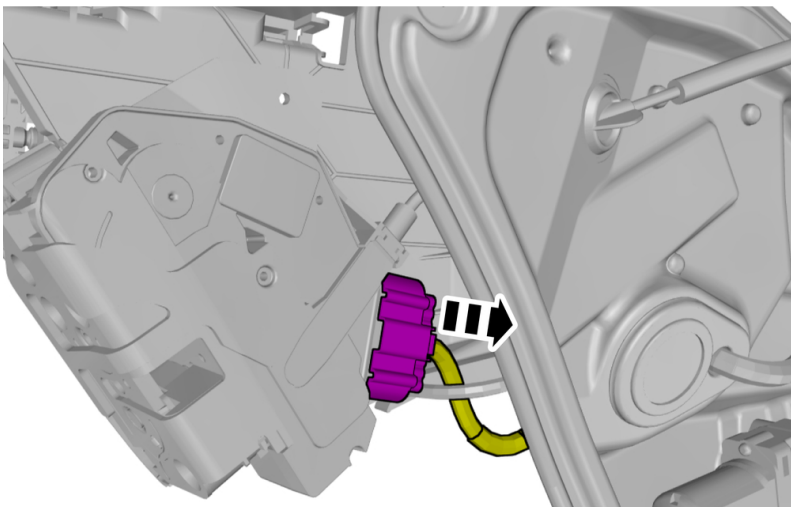
M5 , 5 Nm

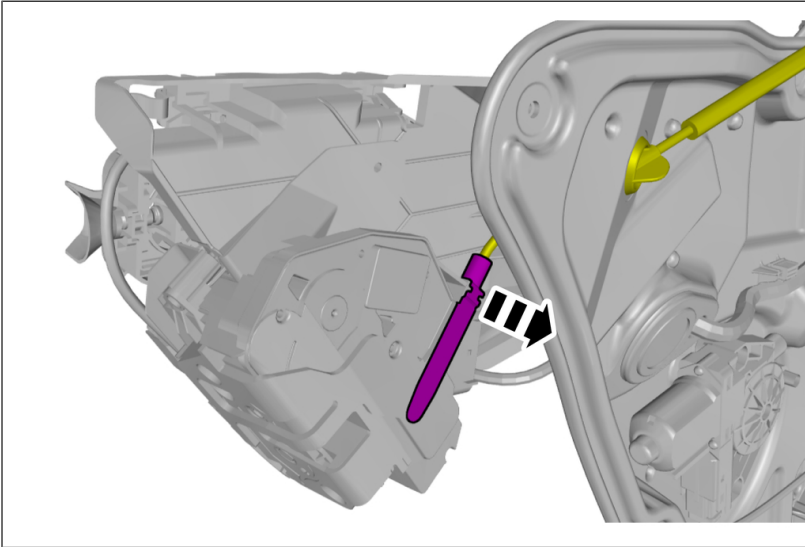
Remove the screws.

Remove the marked part.

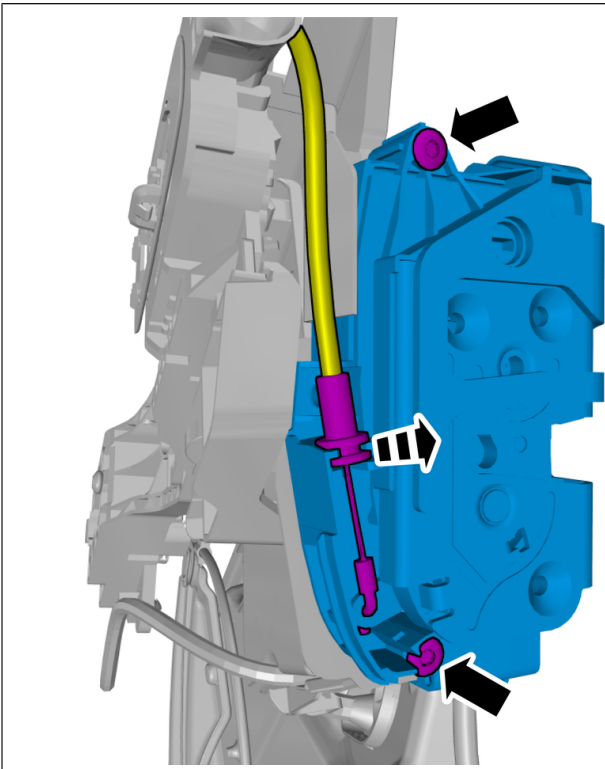


Disconnect the connector.



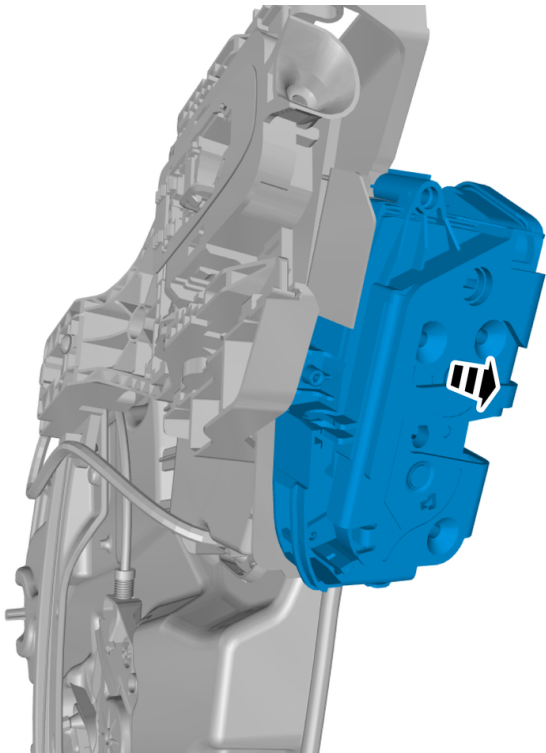


Release the cable.



Remove the screws.  
Release the cable.

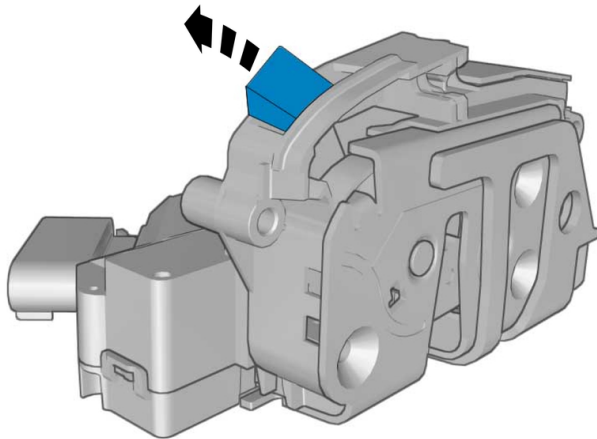
Remove the marked part.

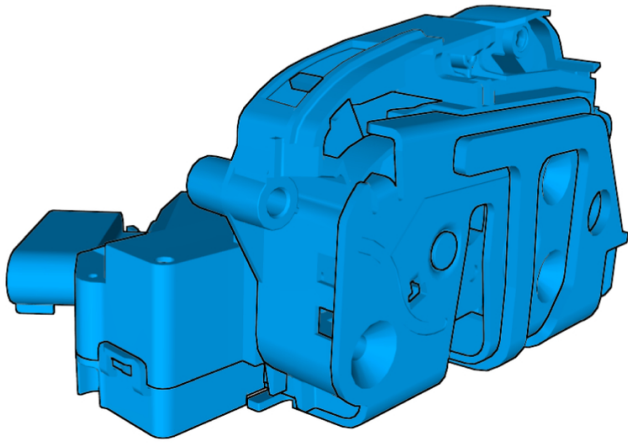


**Installation**

**Note!** This step is only necessary when installing a new component.

**Note!** Remove transit protection device.





**Caution!** This component is sensitive to "mechanical stresses". If the component has been dropped onto the floor, for example, it must not be installed in a vehicle.

To install, reverse the removal procedure.