



# Quality Bulletin

TITLE:

**Recall R89707: Air Conditioning Drain Hose  
Model Year 2016 - 2017 XC90, 2017 S90**

<b>GROUP:</b> 87	<b>CAT/NO:</b> R89707.1.2	<b>ISSUING DEPARTMENT:</b> Warranty		<b>CAR MARKET:</b> United States and Canada	
<b>REFERENCE BULLETINS:</b> TJ 31955, PB 87-R89707				<b>ISSUE DATE:</b> 2016-10-11	<b>STATUS DATE:</b> 2016-11-10
<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”**

- A. **RECALL R89707 DESCRIPTION**
- B. **VEHICLES INVOLVED**
- C. **PARTS INFORMATION/PARTS RETURN**
- D. **OWNER NOTIFICATION**
- E. **VEHICLES IN RETAILER INVENTORY**
- F. **RETAILER RESPONSIBILITY**
- G. **CAMPAIGN REIMBURSEMENT PROCEDURES**
- H. **TECHNICIAN COMPETENCY REQUIREMENT**
- I. **RETAILER ALLOWANCE**

**UPDATE: NEW GROMMET REPAIR INSTRUCTION AND PART NUMBERS REPLACE EXISTING DRAIN HOSE INFORMATION. UPDATED CLAIM SUBMISSION INFORMATION IN SECTION I.**

**A. RECALL R89707 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R89707 on model year 2016 & 2017 XC90 & S90 vehicles.

Condensation water, transferred through the air conditioning drain hose, may leak into the passenger compartment due to incorrect installation during vehicle assembly. If this condition should occur, it may result in moisture inside the passenger compartment, which could lead to air conditioning functionality issues.



If the leakage has not been detected over a period of time, this condition could affect SRS systems (airbag), engine management systems etc. In such a case, the driver may experience various warning messages displayed in the Driver Information Module (DIM) identifying that a fault may be present and also providing guidance on how to proceed. Volvo therefore considers this a potential safety risk over time.

The corrective action is to inspect the air conditioning drain hose to ensure correct installation per the attached Tech Journal 31955, and if necessary replace the drain hose.

Should there be water present beneath the carpet, the wire harness should be inspected. If the wiring is wet or corroded repair per the attached instruction.

Other possible issues, originating from A/C water intrusion, should be handled as a separate claim per the New Car Warranty.

A total of 43,762 U.S. and 3,848 Canadian 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 R89707 A/C Drain Hoses" will appear for eligible vehicles.

All vehicles should be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

## **C. PARTS INFORMATION / PARTS RETURN**

Please refer to revised Parts Bulletin 87-R89707 for new updated part number information

### **PORT VEHICLES**

No vehicles will be released from the ports without having this recall repair completed. Vehicles completed at ports will have a blue dot on the inside of the fuel filler door identifying the completion of this recall. Please see the image.

### **PARTS RETURN**

No parts are required to be returned for this recall.





## D. OWNER NOTIFICATION

Owner notification letters will be mailed in November. Owners of eligible retailed vehicles that are requesting this recall to be performed should be accommodated.

## 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 vehicle inventory for recall eligibility and repair immediately. Once the repair is complete, the vehicle may be sold or leased.

## F. RETAILER RESPONSIBILITY

Please perform this recall on all vehicles at this time that do not have the blue dot on the inside of the fuel filler door. All eligible vehicles must have this recall completed prior to customer delivery.

## G. CAMPAIGN REIMBURSEMENT PROCEDURES

Recall R89707 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:** R89707  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 98635  
**Failed Part:** 31455693, 31455694, 31390488, 31390489, 31497446, 974685

### Drain Hose Inspect and Replace if Necessary

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
98635	Drain Hose Check (both sides)	1	0.7
98636	Drain Hose Replace (1 side)	1	0.1

### If Wiring Harness Repair is Needed

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97172	Wire Harness Floor Adjust Drivers Side (All)	1	2.7
	Wire Harness Floor Adjust Passenger Side (XC90)	1	2.2
	(S90)	1	2.1