


VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: <b>Recall R89702: Panoramic Sunroof Switch Software Model Year 2016 XC90</b>				
GROUP: <b>30</b>	CAT/NO: <b>R89702</b>	ISSUING DEPARTMENT: <b>Warranty</b>		CAR MARKET: <b>United States and Canada</b>
REFERENCE BULLETINS: <b>TJ 31569</b>			ISSUE DATE: <b>2016-05-10</b>	STATUS DATE: <b>2016-10-17</b>
Service Personnel: <b>Read and initial</b>	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
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**“Right first time in Time”**

**BULLETIN CHANGES: Section “I” - Labor operation 97055 replaced by 36004**

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**A. RECALL R89702 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada Ltd (Volvo) on behalf of Volvo Car Group, has decided that model year 2016 XC90 vehicles equipped with power-operated roof panel systems fail to conform to Federal and Canada Motor Vehicle Safety Standard (F/CMVSS) No. 118, Power-Operated Window, Partition and Roof Panel Systems. The roof panels in these vehicles will auto-close when pressing the switch in the overhead console and the roof panel is open.

Due to the functionality, the switch may be more susceptible to an unintentional actuation, which could lead to unintended auto-closure of the roof panel, increasing the risk of injury.

The corrective action is to perform a software upgrade that disables the auto-close function while depressing the sunroof switch.

A total of 29,697 U.S. and 2,594 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 R89702 Panoramic Sunroof Switch Software” 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**

31483292 – Total Upgrade XC90

### **PORT VEHICLES**

No vehicles will be released from the ports without having this recall repair completed.

### **PARTS RETURN**

No parts are required to be returned for this recall.

## **D. OWNER NOTIFICATION**

Owner notification letters will be mailed in mid-June. 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**

Retailers must check eligibility prior to completing this recall. All eligible vehicles must have this recall completed prior to customer delivery.

## **G. CAMPAIGN REIMBURSEMENT PROCEDURES**

Recall R89702 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.



# Quality Bulletin R89702

## I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

Labor reimbursement is effective at time of release and may change in the future.

**IF C10006 COURTESY UPGRADE WAS ALREADY PERFORMED PRIOR TO THIS SERVICE VISIT OR**

**THE VEHICLE WAS NEVER ELIGIBLE FOR C10006, SUBMIT CLAIM PER BELOW:**

**Claim Type:** R89702  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 36004 or 99400  
**Failed Part:** 31483292

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
36004	Software Upgrade	1	0.9

**IF C10006 COURTESY UPGRADE WAS NOT PERFORMED PRIOR TO THIS SERVICE VISIT AND THE VEHICLE IS ELIGIBLE, PROCEED PER BELOW:**

1. Perform Courtesy Upgrade C10006 and submit a separate claim per the instructions in Quality Bulletin C10006.
2. Then submit a claim to mark off Recall R89702 as complete per below:

**Claim Type:** R89702  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99400  
**Failed Part:** 31483292

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
99400	General Reimbursement R89702	1	0.1