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Jason Guidi

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Director - Regulatory & Compliance

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March 13, 2017  
Subject: Recall R89714  
TO: All U.S. and Canadian Volvo Retailers

**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 delivered.**

Due to a manufacturing error in the surface treatment process, the bolts that were used to assemble the inflatable curtain (IC) airbag may not meet specifications. This could result in one or more of the bolts breaking within 48 hours of installation, which in the event of a crash warranting deployment of the IC airbag, could increase the risk of injury to vehicle occupants.

The correction action is for Volvo retailers to replace all of the inflatable curtain bolts.

A total of 10,476 U.S. and 1,209 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R89714 Inflatable Curtain Bolts" will appear for eligible vehicles.
- All cars not yet delivered to end customers must be corrected prior to delivery.
- There have been no reports of incidents related to this issue.



**OWNER NOTIFICATION**

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

**PORT VEHICLES**

First check vehicle eligibility in Vehicle Inquiry. Completed vehicles repaired at the ports will have a red dot on the inside of the fuel door. These vehicles will be marked as complete but this process will take a few days after the port repair, and may show as incomplete in Vehicle Inquiry during this time.

**PARTS and TOOL INFORMATION / PARTS RETURN**

No parts are required to be returned for this recall.  
Please refer to Parts Bulletin 88-R89714 and Special Tool Bulletin 220.

**CLAIM SUBMISSION**

Please refer to the claim submission information in the attached 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.


If you have questions about this recall or any other field service action, please contact me or any member of the Product Safety and Compliance office.

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in black ink that reads "Jason Guidi". The signature is written in a cursive style.

Jason Guidi  
Director - Regulatory & Compliance  
201-768-7300  
jason.guidi@volvocars.com

VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: <b>Recall R89714: Inflatable Curtain Retainer Bolts Model Year 2017 XC90, S90, V90CC, V90</b>				
GROUP:	CAT/NO: <b>R89714</b>	ISSUING DEPARTMENT: <b>Warranty</b>		CAR MARKET: <b>United States and Canada</b>
REFERENCE BULLETINS: <b>TJ 32467</b>			ISSUE DATE: <b>2017-03-15</b>	STATUS DATE: <b>2017-03-15</b>
Service Personnel: <b>Read and initial</b>	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
<b>Page 1 of 3</b>				

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**BULLETIN REFERENCE: TJ 32467**

- A. RECALL R89714 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**

**A. RECALL R89714 DESCRIPTION**

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R89714 on certain model year 2017 XC90, S90, V90CC and V90 vehicles.

Due to a manufacturing error in the surface treatment process, the bolts that were used to assemble the inflatable curtain (IC) airbag may not meet specifications. This could result in one or more of the bolts breaking within 48 hours of installation, which in the event of a crash warranting deployment of the IC airbag, could increase the risk of injury to vehicle occupants.

**The correction action is for Volvo retailers to replace all of the inflatable curtain bolts.**

A total of 10,476 U.S. and 1,209 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 R89714 Inflatable Curtain Bolts” will appear for eligible vehicles or check eligibility in TIE.

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 AND TOOL INFORMATION / PARTS RETURN**

Please refer to Parts Bulletin 88-R89714 and Special Tool Bulletin 220.

### **PORT VEHICLES**

First check vehicle eligibility in Vehicle Inquiry. Completed vehicles repaired at the ports will have a red dot on the inside of the fuel door. These vehicles will be marked as complete but this process will take a few days after the port repair, and may show as incomplete in Vehicle Inquiry during this time.

### **PARTS RETURN**

No parts are required to be returned for this recall.

## **D. OWNER NOTIFICATION**

Owner notification letters will be mailed in April. 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**

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

## **G. CAMPAIGN REIMBURSEMENT PROCEDURES**

Recall R89714 claims should be submitted using the LONG FORM application only.

## **H. TECHNICIAN COMPETENCY REQUIREMENT**

The technician competency requirement for this campaign repair is: Level 3 – Master Tech.



# Quality Bulletin R89714

## I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

**Claim Type:** R89714  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97184  
**Failed Part:** 30622999

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97184	Inflatable Curtain Bolts XC90	1	3.1
	S90	1	2.4
	V90CC, V90	1	3.1

Use this Operation for qty 1-9 Bolts

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97187	Drill Out Inflatable Curtain Bolts	1-9	0.2 each bolt

Add this Operation to op# 97187 for repairing maximum qty 10-18 Bolts

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97191	Drill Out Inflatable Curtain Bolts	10-18	0.2 each bolt

Add this Operation to op# 97187 & 97191 for repairing maximum qty 19-26 Bolts

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97192	Drill Out Inflatable Curtain Bolts	19-26	0.2 each bolt

QW90 maximum quantity for labor operations is up to 9. If it is necessary to drill out more than 9, add labor operation 97191 to 97187. If it is necessary to drill out more than 18 bolts, add labor operation 97192 to 97187 and 97191.



# Technical Journal

TITLE:  
**Recall R89714: Inflatable Curtain Retainer Bolts**

<b>REF NO:</b> TJ 32467.1.5	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2017-03-24	<b>STATUS DATE:</b> 2017-03-24
<b>FUNC GROUP:</b> 8800	<b>FUNC DESC:</b> Interior equipment	Page 1 of 3	

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## Attachment

File Name	File Size
<a href="#">R89714 Drilling out broken bolts.pdf</a>	6.5749 MB
<a href="#">R89714 S90 Bolt replacements.pdf</a>	5.6627 MB
<a href="#">R89714 V90_V90CC Bolt replacements.pdf</a>	6.5531 MB
<a href="#">R89714 XC90 Bolt replacements.pdf</a>	8.1456 MB
special tool request form R89714 VER3.pdf	0.0874 MB

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2017-2017	21	0011536-0017772	0-0
235							2017-2017	21	0008981-0018590	0-0
236							2017-2017	21	0000098-0005222	0-0
256							2017-2017	21	0150614-0175024	0-0

## CSC Customer Symptom Codes

Code	Description
XW	Service/repair/Service action/Recall

## VST Operation Number



## **DTC** Diagnostic Trouble Codes

Rows beginning with \* are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

## **Text**

### **DESCRIPTION:**

\*Revised instructions.

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R89714 on certain model year 2017 XC90, S90, V90CC and V90 vehicles.

Due to a manufacturing error in the surface treatment process, the bolts that were used to assemble the inflatable curtain (IC) airbag may not meet specifications. This could result in one or more of the bolts breaking within 48 hours of installation, which in the event of a crash warranting deployment of the IC airbag, could increase the risk of injury to vehicle occupants.

### **SERVICE:**

The correction action is for Volvo retailers to replace all the bolts.

### **VEHICLE REPORT:**

N/A

**Due to the large size of the TJ attachments they must be viewed in TIE or [www.volvotechinfo.com](http://www.volvotechinfo.com). This TJ has four instructions and one form.**

**The tool request form is on the next page.**



# RECALL R89714 - Special Tool Request form

Volvo Technical Helpdesk - VCUSA

NOTE! The special drill is only necessary for a-post bolts

- For XC90 vehicles the drill is only necessary for the first bolt from at the bottom of the a-post

- For S90/V90/V90CC vehicles the drill is only necessary for the first two bolts on the bottom of a-post and top of a-post

Please complete the following information in order to request Volvo Special Tool, Angle Drill P/N 9814222 for R89714. Please fill out the form below in it's entirety.

Once the form is complete, please do the following:

1. Attach the completed form to a NEW Prior Approval TIE vehicle report
2. Title the report "QBR89714"
3. Attach photos of the compromised bolts (make sure their position can be determined)

Upon receipt, the technical helpdesk will ship "Volvo Special Tool, Angle Drill P/N 9814222" via FedEx Priority Overnight to the contact person listed below.

**Upon completion of the repair(s), your dealership MUST return the kit back to Volvo Cars US via Overnight delivery using the PREPAID shipping label included in the kit.**

**If the kit is not returned within 48 hours, a core charge of \$2000 will be charged to your Retailers parts account.**

The entire form MUST be completed or it will result in delays.

## Report/Vehicle information

TIE VEHICLE REPORT NUMBER:

DATE OF REQUEST:

TECHNICIAN NAME:

Contact the THD/TMA departments for any questions concerning shipping and packaging of the tool.

THD use only

KIT# SHIPPED TO RETAILER:

TECHNICIAN NAME:

RETAILER CODE:

RETAILER NAME:

RETAILER MAILING ADDRESS:

TECHNICIAN EMAIL:

NOTE:

TECHNICIAN PHONE#:





# RECALL R89714 - Special Tool Request form

Volvo Technical Helpdesk - VCUSA

NOTE! The special drill is only necessary for a-post bolts

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Please complete the following information in order to request Volvo Special Tool, Angle Drill P/N 9814222 for R89714. Please fill out the form below in it's entirety.

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2. Title the report "QBR89714"
3. Attach photos of the compromised bolts (make sure their position can be determined)

Upon receipt, the technical helpdesk will ship "Volvo Special Tool, Angle Drill P/N 9814222" via FedEx Priority Overnight to the contact person listed below.

**Upon completion of the repair(s), your dealership MUST return the kit back to Volvo Cars US via Overnight delivery using the PREPAID shipping label included in the kit.**

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**The entire form MUST be completed or it will result in delays.**

Report/Vehicle information	
TIE VEHICLE REPORT NUMBER:	
DATE OF REQUEST:	
TECHNICIAN NAME:	
<b>Contact the THD/TMA departments for any questions concerning shipping and packaging of the tool.</b>	
THD use only	
KIT# SHIPPED TO RETAILER:	TECHNICIAN NAME:
	RETAILER CODE:
	RETAILER NAME:
	RETAILER MAILING ADDRESS:
	TECHNICIAN EMAIL:
NOTE:	TECHNICIAN PHONE#:

VOLVO CAR SERVICE AND PARTS BUSINESS			
<h1>Special Tools Bulletin</h1>			
TITLE: <b>Recall R89714 Drill and Fixtures</b>			
NO: <b>220</b>	ISSUE DATE: <b>2017-03-13</b>	CAR MARKET: <b>United States and Canada</b>	Page 1 of 2
	STATUS DATE: <b>2017-03-13</b>		

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**Tools have been classified as required, and will be allocated to all U.S. and Canadian Volvo retailers.**

Reference Bulletins: Recall QB-R89714, PB88-R89714, TJ-32467

**Overview of contents:**

<u>Part No.</u>	<u>Description</u>
7777000	Right Angle Drill
* 33300051	Kit (Qty. 2) Drill Fixtures & (Qty. 2) 2.5 mm Drill Bits

\* Retailer allocations of 33300051 Kit will be completed by Friday, March 17, 2017.

**\* Special Ordering Procedure:**

Drill Fixture kits (**33300051**) will be allocated and further made available only through Volvo Parts ordering channels.

Right Angle Drills are currently in limited supply. Until sufficient quantities are available for retailer allocation, drills can be obtained via the Volvo Technical Helpdesk as described within the repair instructions.

The process is summarized below:

- If bolts in positions #1 or #2 are broken, a TIE “Prior Approval” case is to be generated.
- The Special Tool request form (contained within the repair instructions) must be attached to the TIE case.
- One (1) angle drill will be shipped overnight to your retailer with a prepaid return label.
- Upon repair, the drill MUST be returned to Volvo TMA within 48 hours or a core charge of \$2000 USD will be charged to your dealer’s parts account.

\* Special Tools are not claimable through Warranty.

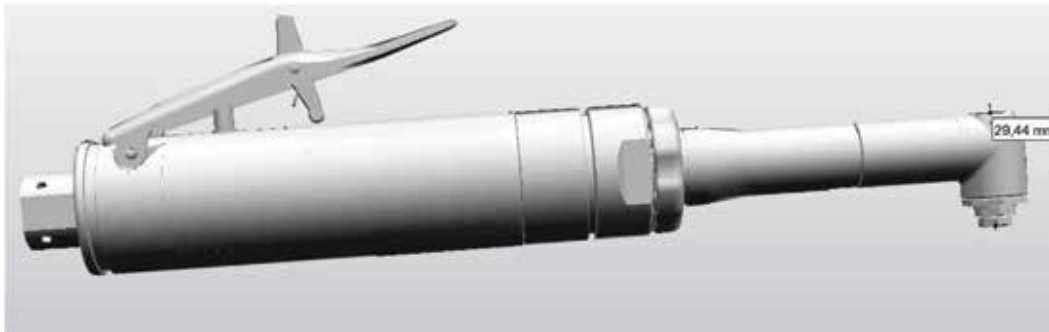
Service Personnel: Read and initial	SERVICE MANAGER	PARTS MANAGER	WORKSHOP FOREMAN	SERVICE TECHNICIANS											



## 7777000 Right Angle Drill

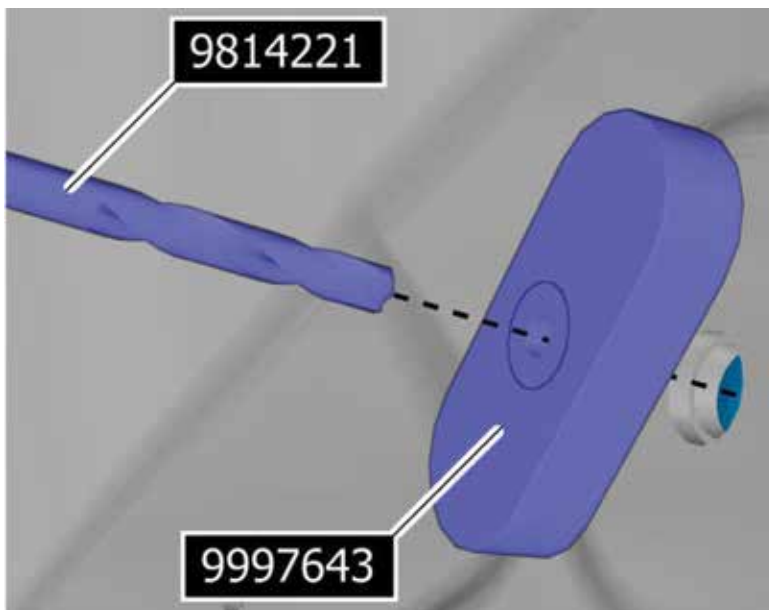
### Specifications

- Compact 90 degree angle head drill
- .4 hp
- 2000 RPM
- Drill Size specification - 1 to 5 mm with collet



### 33300051 - Fixture Kit including:

- (Qty.2) Fixture (9997643 not available as spare part)
- (Qty.2) 2.5 mm Drill Bits (9814221 not available as spare part)





# Parts Bulletin

TITLE:

**Recall R89714: Inflatable Curtain Bolts  
Model Year 2017 XC90, S90, V90CC, V90**

<b>GROUP:</b> 88	<b>CAT/NO:</b> R89714	<b>REFERENCE BULLETINS:</b> QB-R89714, TJ-32467	<b>CAR MARKET:</b> United States and Canada	
<b>COPY TO / CIRCULATIONS (PLEASE INITIAL):</b>			<b>ISSUE DATE:</b> 2017-03-15	<b>STATUS DATE:</b> 2017-03-15
<b>GENERAL MANAGER</b>	<b>PARTS MANAGER</b>	<b>SERVICE MANAGER</b>	<b>SALES MANAGER</b>	
				<b>Page 1 of 1</b>

**“Right first time in Time”**

**Reference Bulletins: QB-R89714, TJ-32467**

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R89714 on certain model year 2017 XC90, S90, V90CC and V90 vehicles.

Due to a manufacturing error in the surface treatment process, the bolts that were used to assemble the inflatable curtain (IC) airbag may not meet specifications. This could result in one or more of the bolts breaking within 48 hours of installation, which in the event of a crash warranting deployment of the IC airbag, could increase the risk of injury to vehicle occupants.

The correction action is for Volvo retailers to replace all the inflatable curtain bolts.

A total of 10,476 U.S. and 1,209 Canadian vehicles are eligible for this recall.

The following part number applies:

Part Number	Description	Qty
30622999 *	Inflatable Curtain Bolt	As needed

**\* Bolt Allocations**

- An initial allocation of 30 bolts was processed on February 23, 2017
- A second allocation of 24 bolts was processed on March 10, 2017
- Another allocation of bolts will be processed on March 16, 2017. At this time we will allocate bolts for the remaining vehicles in retailer inventory.
- Information on additional bolt allocations and ordering procedures will be announced on Thursday, March 16.