



Technical Journal

TITLE:
Recall R89714: Inflatable Curtain Retainer Bolts

REF NO: TJ 32467.1.5	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-03-27	STATUS DATE: 2017-03-27
FUNC GROUP: 8800	FUNC DESC: Interior equipment	Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
R89714 Drilling out broken bolts.pdf	6.5749 MB
R89714 S90 Bolt replacements.pdf	5.6627 MB
R89714 V90_V90CC Bolt replacements.pdf	6.5531 MB
R89714 XC90 Bolt replacements.pdf	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. 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#: