


VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Quality Bulletin</h1>				
TITLE: Recall R89712: Airbag Inflator – Model Year 2017 S60, V60, S60CC, V60CC, XC60				
GROUP: 80	CAT/NO: 251	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
REFERENCE BULLETINS: TJ 32261			ISSUE DATE: 2017-01-04	STATUS DATE: 2017-01-04
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3

“Right first time in Time”

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A. RECALL R89712 DESCRIPTION

Volvo Car USA LLC and Volvo Car Canada LTD (Volvo) on behalf of Volvo Car Group has decided to launch Recall R89712 on certain model year 2017 S60, V60, S60CC, V60CC, XC60 vehicles.

The affected vehicles may have been equipped with front passenger and/or front seat side airbag inflators that do not meet specifications, and fail to deploy in the event of a crash. This could increase the risk of injury to the occupants.

The corrective action is to replace the affected front passenger and/or front seat side airbag(s).

A total of 376 U.S. and 96 Canadian vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message “Recall R89712 Airbag Inflator” will appear for eligible vehicles.

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Retailers will then need to access the eligible vehicle list in the retailer letter or in TIE to determine which airbag(s) will need to be replaced. Please follow the instructions below.

Open the Excel file to determine what repair is eligible for every specific car.

1. Click the downwards pointing arrow under Column D (VIN).
2. Enter the VIN number for the specific vehicles you should repair.

Type	Chassis no.:	MY:	VIN:	Responsible Importer:	Responsible Retailer:	Passenger Airbag 560, V60, V60CC Part No. 30715603:	Seat Airbag Drivers Side 560,560CC,V60, V60CC Part No. 31418253:	Seat Airbag Passenger Side 560,560CC,V60, V60CC Part No. 31418254:	Seat Airbag Passenger Side XC60 Part No. 31418255:	Seat Airbag Drivers Side XC60 Part No. 31418256:
134	0426572	2017	YV140MTK3H2426572	3 CA 7625	6 CA 3890	x				

3. The column marked with an X indicates which airbag/s to replace. (Note that it varies from car to car if it is one or more airbags that need to be replaced)

Type	Chassis no.:	MY:	VIN:	Responsible Importer:	Responsible Retailer:	Passenger Airbag 560, V60, V60CC Part No. 30715603:	Seat Airbag Drivers Side 560,560CC,V60, V60CC Part No. 31418253:	Seat Airbag Passenger Side 560,560CC,V60, V60CC Part No. 31418254:	Seat Airbag Passenger Side XC60 Part No. 31418255:	Seat Airbag Drivers Side XC60 Part No. 31418256:
134	0426654	2017	YV140MTL4H2426654	3 US 7510	6 US 3299	x	x			

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 R89712 Airbag Inflator” 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 Parts Bulletin 88-R89712.

PORT VEHICLES

No vehicles eligible for this recall were repaired at the ports.

PARTS RETURN

Replaced airbag modules will need to be returned to Volvo Technical Material Analysis (TMA).

D. OWNER NOTIFICATION

Owner notification letters will be mailed in February. 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 R89712 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: R89712
Cause Code: 02
CSC Code: XW
Main OP: 88470, 88471
Failed Part: 31418253, 31418254, 31418255, 31418256, 30715603

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97177	Front Seat Airbag (1) replace	1	1.3
97178	Front Passenger Airbag replace	1	0.7