



# Quality Bulletin

TITLE:

**Service Action S89807: Exterior Door Handle Tape –  
Model Year 2016 – 2017 XC90, S90**

**GROUP:**  
**83**

**CAT/NO:**  
**S89807**

**ISSUING DEPARTMENT:**  
**Warranty**

**CAR MARKET:**  
**United States and Canada**

**REFERENCE BULLETINS:**  
**TJ 32183**

**ISSUE DATE:**  
**2016-12-20**

**STATUS DATE:**  
**2017-02-01**

**Service Personnel:**  
**Read and initial**

**SERVICE  
MANAGER**

**SERVICE  
WRITER**

**WARRANTY  
ADMINISTRATOR**

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**“Right first time in Time”**

**UPDATE NOTE: Labor operation and time change in section “I” due to new repair procedure in TJ32183.**

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## **A. SERVICE ACTION S89807 DESCRIPTION**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S89807 on certain model year 2016 – 2017 XC90 and S90 vehicles.

Volvo has identified the painted surface under the exterior door handles may become scratched by the handles.

The corrective action is add tape under all four (4) exterior door handles per TJ 32183.

Service Action S89807 affects 45,010 vehicles in the U.S. and 4,025 in Canada.



**RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS ACTION.**

**Vehicles in retailer inventory must be upgraded prior to sale.**

**PLEASE NOTE:** Service Action S89807 will be in effect until **December 31, 2018** regardless of mileage.

## **B. VEHICLES INVOLVED**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION.**

Vehicle eligibility must be confirmed:

- Inquire in VRC<sup>2</sup> - Vehicle Warranty where the message "Service Action S89807 DOOR HANDLE TAPE" will appear for eligible vehicles.

All vehicles should be checked for any incomplete recalls, 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 83-S89807 for parts information.

### **PARTS RETURN**

No parts are required to be returned to TMA for this service action.

## **D. OWNER NOTIFICATION**

No customer mailing is scheduled at this time.

## **E. VEHICLES IN RETAILER INVENTORY**

Vehicles in retailer inventory must be completed prior to sale.

## **F. RETAILER RESPONSIBILITY**

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

## **G. CAMPAIGN REIMBURSEMENT PROCEDURES**

Service Action S89807 claims should be submitted using the LONG FORM application only.

## **H. TECHNICIAN COMPETENCY REQUIREMENT**

The technician competency requirement for this repair is Level 1 Quality Tech.



## Quality Bulletin S89807

### I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

**Claim Type:** S89807  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97180  
**Failed Part:** 31675400

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97180	Install Door Handle Tape on 4 Doors	1	0.2