



Quality Bulletin

TITLE:

**Service Action S89809: Exterior Door Trim Moldings –
Model Year 2017 S90**

GROUP: 84	CAT/NO: S89809	ISSUING DEPARTMENT: Warranty		CAR MARKET: United States and Canada	
REFERENCE BULLETINS: TJ 32228				ISSUE DATE: 2017-02-03	STATUS DATE: 2017-02-03
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. SERVICE ACTION S89809 DESCRIPTION

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S89809 on certain model year 2017 S90 vehicles.

Volvo has identified that the exterior door trim moldings may crack.

The corrective action is to replace all four (4) exterior door trim moldings on eligible vehicles.

Service Action S89809 affects 909 vehicles in the U.S. and 82 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 S89809 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 VRC² - Vehicle Warranty where the message “Service Action S89809 EXTERIOR DOOR TRIM MOLDINGS” 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 84-S89809 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 S89809 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.



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I. RETAILER ALLOWANCE (LONG FORM APPLICATION)

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

Claim Type: S89809
Cause Code: 02
CSC Code: XW
Main OP: 97075
Failed Part: 31672262, 31672263, 31672264, 31672265

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97075	Exterior Door Trim Moldings (4)	1	0.5