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Jason Guidi

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Director - Regulatory & Compliance

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April 11, 2017

To: All U.S. and Canadian Volvo Retailers  
Subject: Service Action S89833

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Campaign S89833 on certain model year 2017 S90 vehicles.

Volvo has identified that the headliner may become loose at the rear window.

The corrective action is to replace the rear headliner clip.

Service Action S89833 affects 5,002 vehicles in the U.S. and 230 in Canada.

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

**OWNER NOTIFICATION**

No customer mailing is scheduled at this time.

**RETAILER RESPONSIBILITIES**

Retailers must perform this service action on eligible vehicles regardless of miles / kilometers or vehicle age. All work performed under this service action is free of charge to the owner.

Your regional representative will follow up to ensure that Service Action S89833 is proceeding smoothly.

A complete description of the service action requirements and claim submission procedures will follow.



It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Quality Bulletin
- Technical Journal
- Parts Bulletin

Your cooperation in completing Service Action S89833 is greatly appreciated.

All vehicles should be checked for any other incomplete actions.

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

Drive Safely,

A handwritten signature in black ink that reads "Jason Guidi".

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



# Quality Bulletin

TITLE:

**SERVICE ACTION S89833 Replace Headliner Clip**

<b>GROUP:</b> 85	<b>CAT/NO:</b> S89833	<b>ISSUING DEPARTMENT:</b> Warranty	<b>CAR MARKET:</b> United States and Canada	
<b>REFERENCE BULLETINS:</b> TJ 32612, PB 85-S89833			<b>ISSUE DATE:</b> 2017-04-11	<b>STATUS DATE:</b> 2017-04-11
<b>Service Personnel:</b> Read and initial	<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 3</b>

**“Right first time in Time”**

- A. SERVICE ACTION S89833 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. REIMBURSEMENT PROCEDURES
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. RETAILER ALLOWANCE

**A. SERVICE ACTION S89833 DESCRIPTION**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S89833 on certain model year 2017 S90 vehicles.

Volvo has identified that the headliner may become loose at the rear window.

The corrective action is to replace the rear headliner clip.

Service Action S89833 affects 5,002 vehicles in the U.S. and 230 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 S89833 will be in effect until **June 30, 2019** regardless of mileage.

## **B. VEHICLES INVOLVED**

**NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THIS RECALL REPAIR.**

Vehicle eligibility must be confirmed:

- Inquire in VRC<sup>2</sup> - Vehicle Warranty where the message “Service Action S89833 Headliner Rear Clip” will appear for eligible vehicles.

All vehicles should be checked for any other incomplete recalls, service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

### **RETAILER VEHICLE CAMPAIGN LIST**

The “Unperformed Recall Report” will be posted on VRC2 in the Reports Menu under the Service Tab. This report lists all affected vehicles that are on record as retailed/serviced or currently in stock at your facility with incomplete recalls and service campaigns, and is updated monthly.

## **C. PARTS INFORMATION / PARTS RETURN**

Please refer to Parts Bulletin 85-S89833 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 S89833 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 S89833

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

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

**Claim Type:** S89833  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97186  
**Failed Part:** 31672606, 31672607

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97186	Replace Headliner Clip	1	0.1



# Technical Journal

TITLE:  
**SERVICE ACTION S89833 Replace Headliner Clip**

<b>REF NO:</b> TJ 32612.1.1	<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> 2017-04-11	<b>STATUS DATE:</b> 2017-04-11
<b>FUNC GROUP:</b> 8500	<b>FUNC DESC:</b> interior furnishings	Page 1 of 5	

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## Attachment

File Name	File Size
TJ 32612.pdf	0.5546 MB

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2017-2017	21	0000201-0013826	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:**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S89833 on certain model year 2017 S90 vehicles. Volvo has identified that the headliner may become loose at the rear window.

### **SERVICE:**

The corrective action is to replace the rear headliner clip.

Follow attached installation instructions.

### **VEHICLE REPORT:**

N/A

**To view TJ attachment continue to next page. This TJ has one attachment.**



## Volvo Car Customer Service

TJ 32612

<b>Title</b>	Replace headliner clip	<b>Page</b>	1 ( 3 )
<b>Action</b>	Service action	<b>Operation number:</b>	97186-2

### Affected vehicles

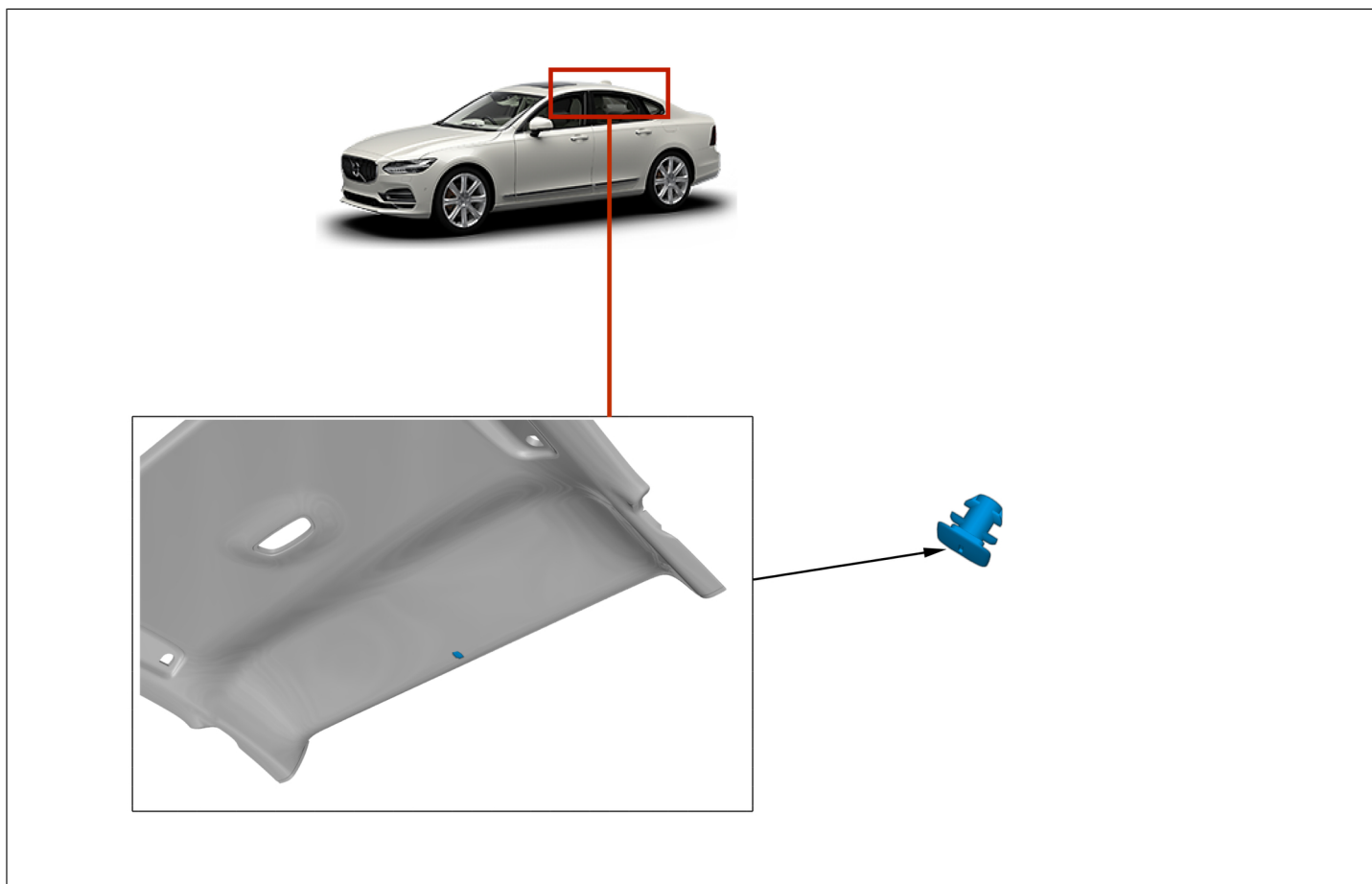
Model year	Model
2017	S90 (17-)

### Materials

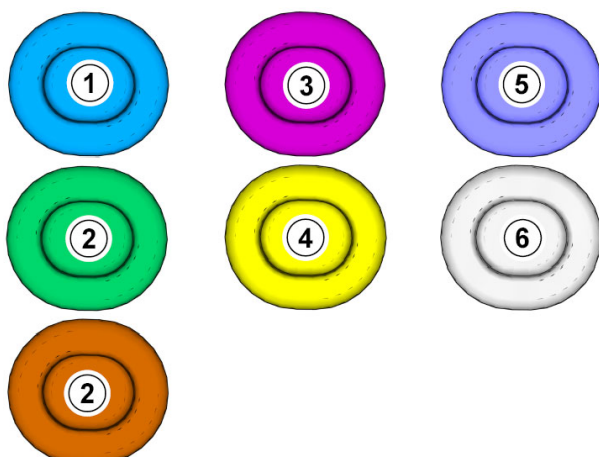
Materials	Qty.	Part No.	Notes
Clip	1.0	31672606	Headliner rear clip, Charcoal
Clip	1.0	31672607	Headliner rear clip, Blond



## Removal

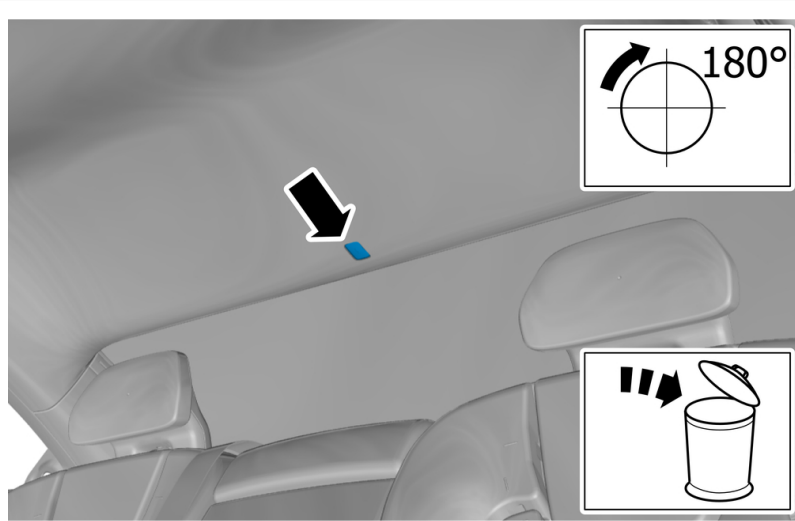


## Color symbols



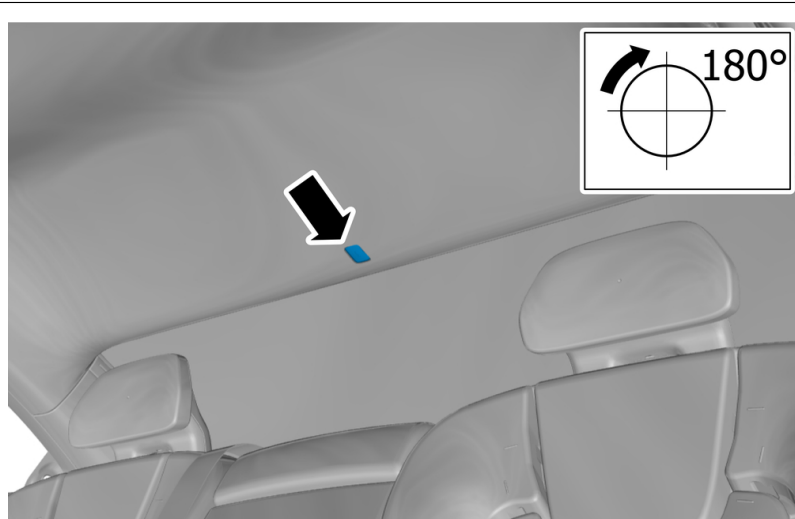
**Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.**

- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not fully removed from the vehicle but only hung to the side.
- 5 . Used for standard tools and special tools.
- 6 . Used as background color for vehicle components.



Remove the marked part.

**Installation**



**Note! Only use the specified material.**

Install the clip.



# Parts Bulletin

TITLE:  
**S89833 Replace Headliner Clip**

<b>GROUP:</b> 85	<b>CAT/NO:</b> S89833	<b>REFERENCE BULLETINS:</b> QB S89833, TJ 32612		<b>CAR MARKET:</b> United States and Canada	
<b>COPY TO / CIRCULATIONS (PLEASE INITIAL):</b>				<b>ISSUE DATE:</b> 2017-04-11	<b>STATUS DATE:</b> 2017-04-11
<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 S89833, TJ 32612**

Volvo Car USA LLC and Volvo Car of Canada Ltd (Volvo) on behalf of Volvo Car Corporation, has decided to launch Service Action S89833 on certain model year 2017 S90 vehicles.

Volvo has identified that the headliner may become loose at the rear window.

The corrective action is to replace the rear headliner clip.

Service Action S89833 affects 5,002 vehicles in the U.S. and 230 in Canada.

The following part numbers apply:

Part Number	Description	Qty
31672606	Headliner Clip (Charcoal)	1
31672607	Headliner Clip (Blond)	1