


VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Parts Bulletin</h1>				
TITLE: <b>Recall R89910: Tailgate Lift Arms Model Year 2018-2019 XC60</b>				
GROUP: <b>8</b>	CAT/NO: <b>R89910</b>	REFERENCE BULLETINS: <b>QB-R89910</b>	CAR MARKET: <b>United States and Canada</b>	
COPY TO / CIRCULATIONS (PLEASE INITIAL):			ISSUE DATE: <b>2019-04-05</b>	STATUS DATE: <b>2019-04-05</b>
GENERAL MANAGER	PARTS MANAGER	SERVICE MANAGER	SALES MANAGER	
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**“Right first time in Time”**

**UPDATE: Revised US ordering instructions for 32136006**

**Reference Bulletins: QB-R89910**

Following up on the Parts Bulletin dated March 22, 2019 regarding the above referenced part number:

As described in the referenced Parts Bulletin, Volvo PS&L removed the order block on March 25, 2019, and instituted a maximum daily order quantity of 10 units per day per retailer.

PS&L also reserved the right to re-institute the ordering block in the event that the DC inventory position became critically low.

On Monday, April 1, 2019, several DCs ran out of stock on this item as they waited for their scheduled replenishments. As a result, PS&L exercised the option to block ordering on the part until the stock situation could be stabilized.

The DCs have received their weekly stock replenishment, and as of this morning (Friday, April 5, 2019), PS&L has cancelled out the backorders that had accumulated since the block was re-instituted, **reset the maximum daily order quantity to 6 units per retailer per day**, and once again removed the order block.

The change in the maximum daily order quantity is meant to ensure that the DC inventory will not be completely exhausted as quickly as it was when the limit was set to 10. If the ordering behavior allows the network inventory levels to remain stable, the limit can be raised back to prior level.

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Volvo PS&L will continue to monitor the remaining inventory, and still reserves the right to place the order block back on the part number if it is determined that the inventory is entering a critical shortage situation. PS&L will also reserve the right to limit access to open ordering if there are any abuses of the established ordering system that would create an unfair or unreasonable disparity in access to the parts between retailers.