



---

Jason Guidi

---

Manager - Warranty, Product Safety & Compliance

---

August 11, 2015

Subject: Recall R89573

TO: All U.S. and Canadian Volvo Retailers

**THIS RETAILER INFORMATION PACKAGE SUPERSEDES DELIVERY STOP  
ACTION D89610**

**The sale or lease of defective or non-compliant motor vehicles or equipment is prohibited by law. Vehicles in retailer inventory must be remedied prior to sale. Repair information is attached to this communication.**

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation has decided to launch a voluntary safety recall on certain model year 2016 XC90 vehicles.

Volvo has identified that on certain vehicles equipped with seven seats, the Inflatable Curtain (IC) air bag may not deploy as intended for third row passengers. In the event of a collision that warrants a deployment of the Inflatable Curtain, the interior trim panel on the D-pillar(s) could obstruct the IC from inflating fully. If this were to occur, it could increase the risk of injury to third row seat occupants(s) in certain types of crashes.

The corrective action is to modify the D-Pillar interior panels to allow full inflation of the Inflatable Curtain.

A total of 3,911 U.S. and 514 Canadian vehicles are eligible for this recall.

**OWNER NOTIFICATION**

Owner notification letters will be mailed in early September. Owners of eligible retailed vehicles that are requesting this recall to be performed should be accommodated.



### **PARTS INFORMATION / PARTS RETURN**

Parts allocations will begin on 8/11/15 based on the number of unsold vehicles in retailer inventory. Due to limited parts availability, if additional parts are needed to remedy a sold vehicle in retailer inventory, please contact Parts Retailer Support Option 2 with the vehicle identification number. We will send a retailer update when parts availability improves.

### **PORT VEHICLES**

No vehicles will be released from the ports without having this recall repair completed. We expect the ports will receive parts early next week.

### **CLAIM SUBMISSION**

Claim submission instructions are included in the attached Quality Bulletin R89573.

### **RETAILER RESPONSIBILITIES**

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

In the event that a customer does not have a notification letter, the owner is not to be refused the work. Your regional representative will follow up to ensure that this recall campaign is proceeding smoothly.

A complete description of the recall campaign requirements and claim submission procedures is below. 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 this important recall is greatly appreciated.

Drive Safely,

Jason Guidi  
Manager – Warranty, Product Safety and Compliance  
201-784-4660  
jason.guidi@volvocars.com



# Quality Bulletin

TITLE:

**Recall R89573: XC90 Inflatable Curtain  
Model Year 2016 XC90**

<b>GROUP:</b> 88	<b>CAT/NO:</b> R89573	<b>ISSUING DEPARTMENT:</b> Warranty		<b>CAR MARKET:</b> United States and Canada		
<b>REFERENCE BULLETINS:</b> TJ 30704 & PB 88-R89573				<b>DATE:</b>		
				<b>YEAR</b>	<b>MONTH</b>	<b>DAY</b>
<b>Service Personnel:</b> Read and initial				<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>
				2015	08	11
<b>Page 1 of 3</b>						

**“Right first time in Time”**

- A. **RECALL R89573 DESCRIPTION**
- B. **VEHICLES INVOLVED**
- C. **PARTS INFORMATION/PARTS RETURN**
- D. **OWNER NOTIFICATION**
- E. **VEHICLES IN RETAILER INVENTORY**
- F. **RETAILER RESPONSIBILITY**
- G. **CAMPAIGN REIMBURSEMENT PROCEDURES**
- H. **TECHNICIAN COMPETENCY REQUIREMENT**
- I. **RETAILER ALLOWANCE**

**THIS INFORMATION SUPERSEDES DELIVERY STOP ACTION D89610**

**A. RECALL R89573 DESCRIPTION**

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation has decided to launch a voluntary safety recall on certain model year 2016 XC90 vehicles.

Volvo has identified that on certain vehicles equipped with seven seats, the Inflatable Curtain (IC) air bag may not deploy as intended for third row passengers. In the event of a collision that warrants a deployment of the Inflatable Curtain, the interior trim panel on the D-pillar(s) could obstruct the IC from inflating fully. If this were to occur, it could increase the risk of injury to third row seat occupants(s) in certain types of crashes.

The corrective action is to modify the D-Pillar interior panels to allow full inflation of the Inflatable Curtain.

A total of 3,911 U.S. and 514 Canadian vehicles are eligible for this recall.



## **B. VEHICLES INVOLVED**

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

Vehicle eligibility must be confirmed:

- Inquire in VRC<sup>2</sup> - Vehicle Warranty where the message “Recall R89573 XC90 Inflatable Curtain” 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**

Parts allocations will begin on 8/11/15 based on the number of unsold vehicles in retailer inventory. Due to limited parts availability, if additional parts are needed to remedy a sold vehicle in retailer inventory, please contact Parts Retailer Support Option 2 with the vehicle identification number. We will send a retailer update when parts availability improves.

### **PORT VEHICLES**

No vehicles will be released from the ports without having this recall repair completed. We expect the ports will receive parts early next week.

### **PARTS RETURN**

No parts are required to be returned for this recall.

## **D. OWNER NOTIFICATION**

Owner notification letters will be mailed in early September.

Owners of eligible retained vehicles that are requesting this recall to be performed should be accommodated.

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

All vehicles in retailer inventory and qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

## **F. RETAILER RESPONSIBILITY**

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

## **G. CAMPAIGN REIMBURSEMENT PROCEDURES**

Recall R89573 claims should be submitted using the LONG FORM application only.



## Quality Bulletin R89573

### H. TECHNICIAN COMPETENCY REQUIREMENT

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

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

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

**Claim Type:** R89573  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97028  
**Failed Part:** 31455619 or 31455620

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97028	Adjust Inflatable Curtains	1	0.3

**Title** Recall R89573: XC90 Inflatable Curtain

**Status**

**Ref No** US30704.1.1 en-US

**Status Date** 2015-08-11

**Issuer Technical Service**

**Issue Date** 2015-08-10

**Partner** 3 US 7510 Volvo Cars North America

**Reference** QB89573

**Func Group** 8800

**Func Desc** interior equipment

**Attachment**

File Name	File Size
TJ 30704.pdf	2.7260 MB
Template.pdf	0.1741 MB

**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
256							2016-2016	21	0000491-0020394	0-0

**CSC** Customer Symptom Codes

Code	Description
XW	Service action/Recall/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 Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation has decided to launch a voluntary safety recall on certain model year 2016 XC90 vehicles.

Volvo has identified that on certain vehicles equipped with seven seats, the Inflatable Curtain (IC) air bag may not deploy as intended for third row passengers. In the event of a collision that warrants a deployment of the Inflatable Curtain, the interior trim panel on the D-pillar(s) could obstruct the IC from inflating fully. If this were to occur, it could increase the risk of injury to third row seat occupants(s) in certain types of crashes.

**Vehicle Report:**

**Service:**

The corrective action is to modify the D-Pillar interior panels to allow full inflation of the Inflatable Curtain.

Please use the attached file "Template" for correct drilling location.



To view TJ attachments continue to next page. This TJ has two attachments.



## Volvo Car Customer Service

TJ 30704

<b>Title</b>	Inflatable curtain	<b>Page</b>	1 (7)
<b>Action</b>	Adjustment		

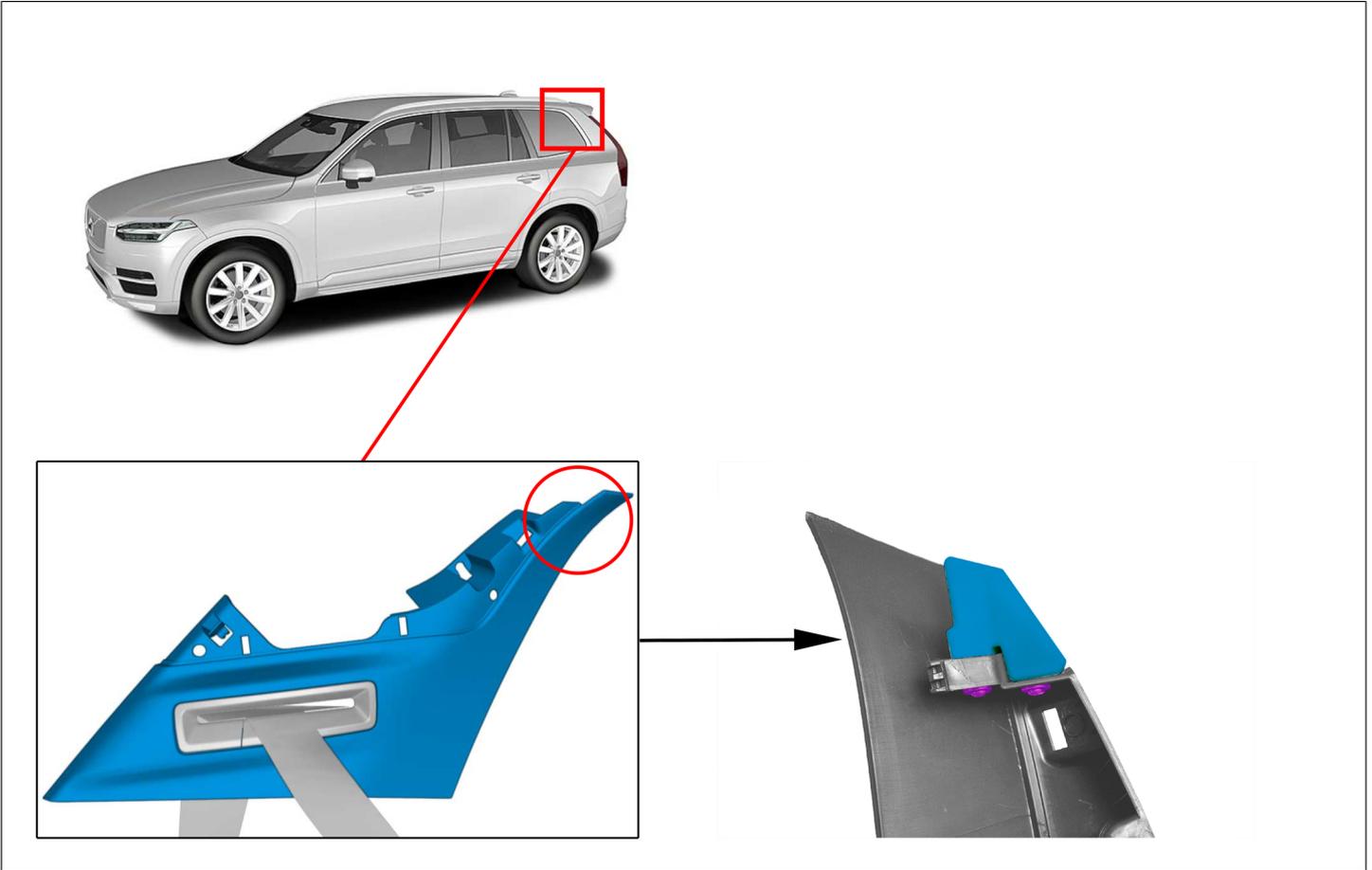
### Affected vehicles

Model year	Model
2016	XC90 (16-)

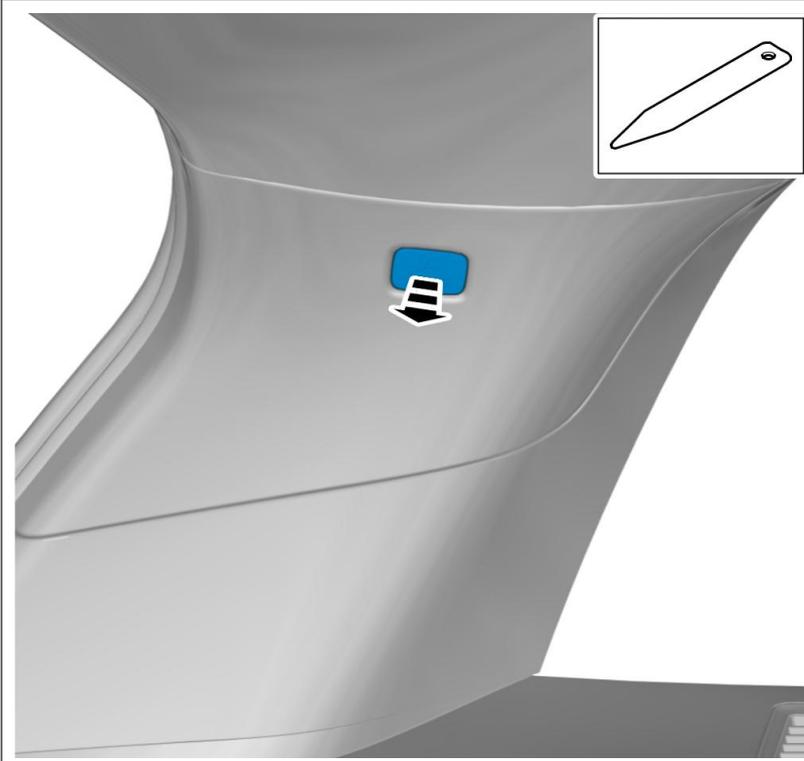
### Materials

Materials	Qty.	Part No.	Notes
Six point socket screw	4.0	986046	
Washer	4.0	986497	OR P/N31480072, DEPENDING ON MATERIAL AVAILABILITY
Block, left side	1.0	31455619	
Block, right side	1.0	31455620	

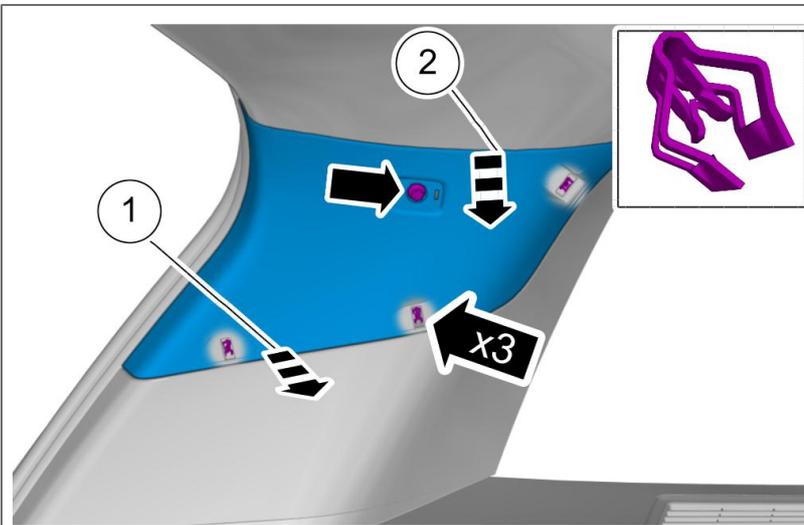
Orientation view



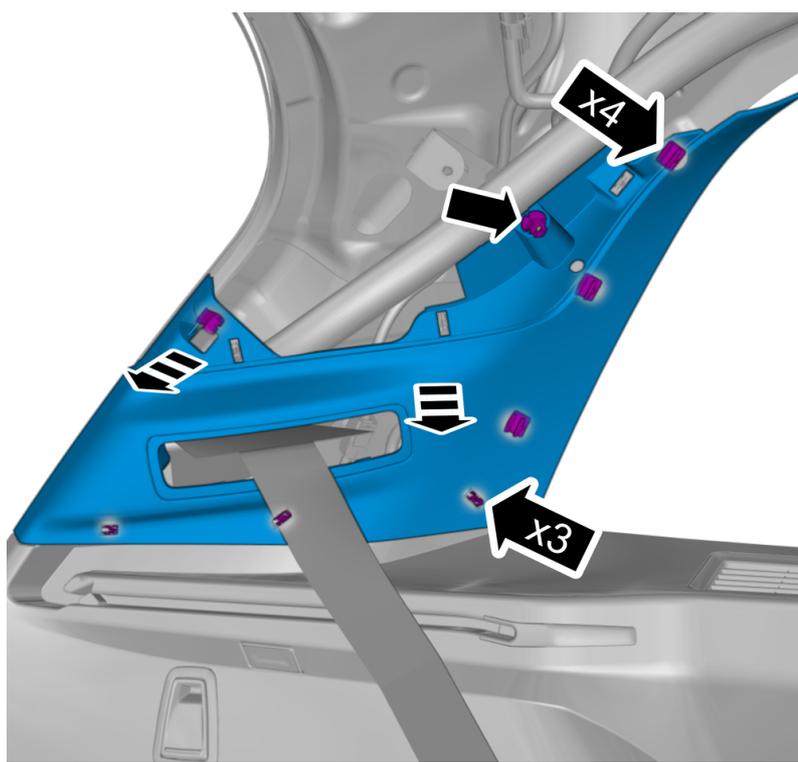
**Removal**



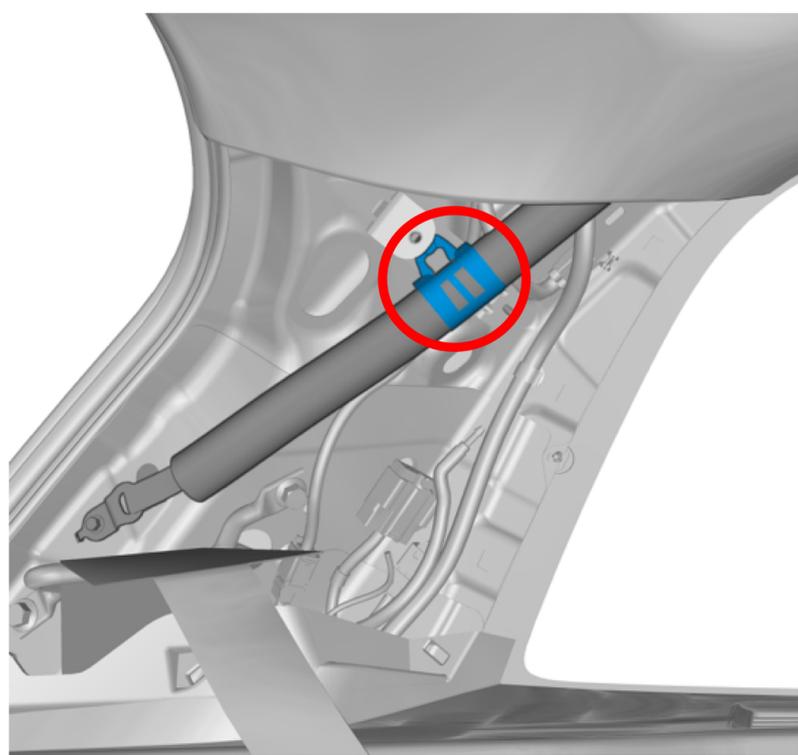
Remove the marked part.  
On both sides.



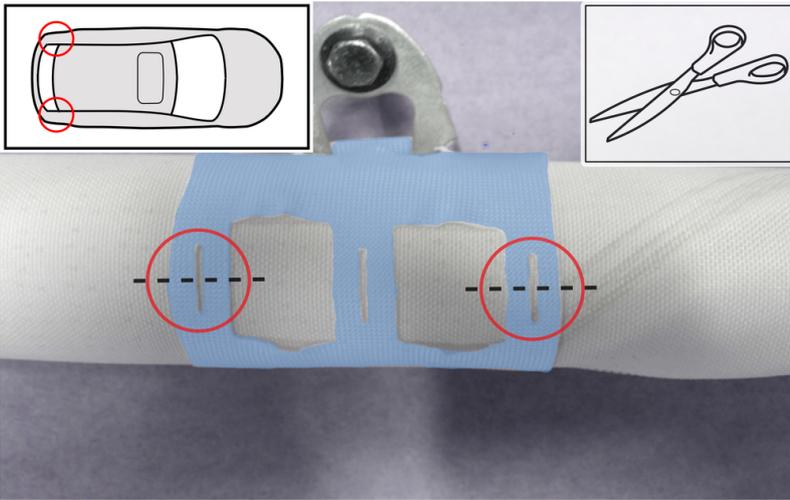
Remove the screw.  
Remove the panel.  
On both sides.



Remove the nut.  
Remove the panel.  
Fold marked part to one side.  
On both sides.



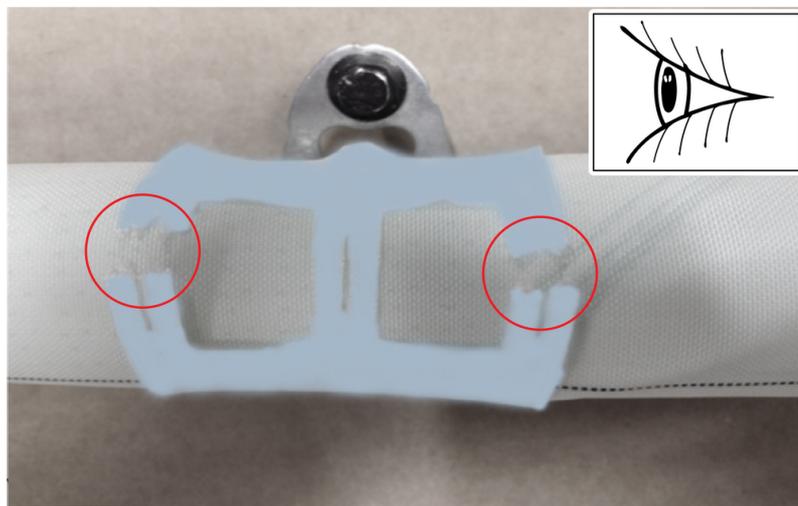
**Note! Orientation view**  
On both sides.

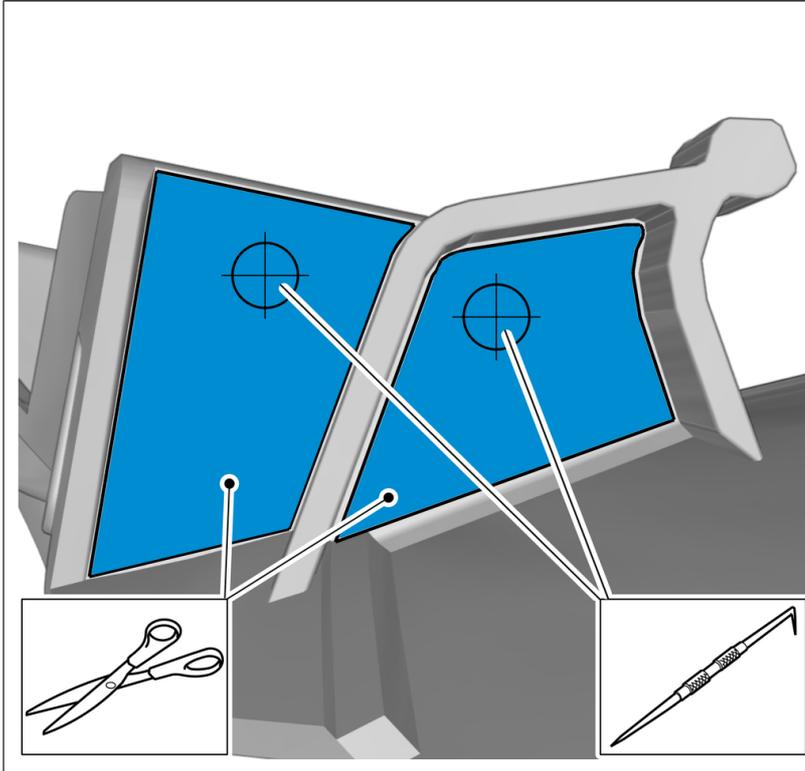


**Warning!** Take extra care when handling supplemental restraint system (SRS) components.

**Caution!** Observe caution when carrying out this step.

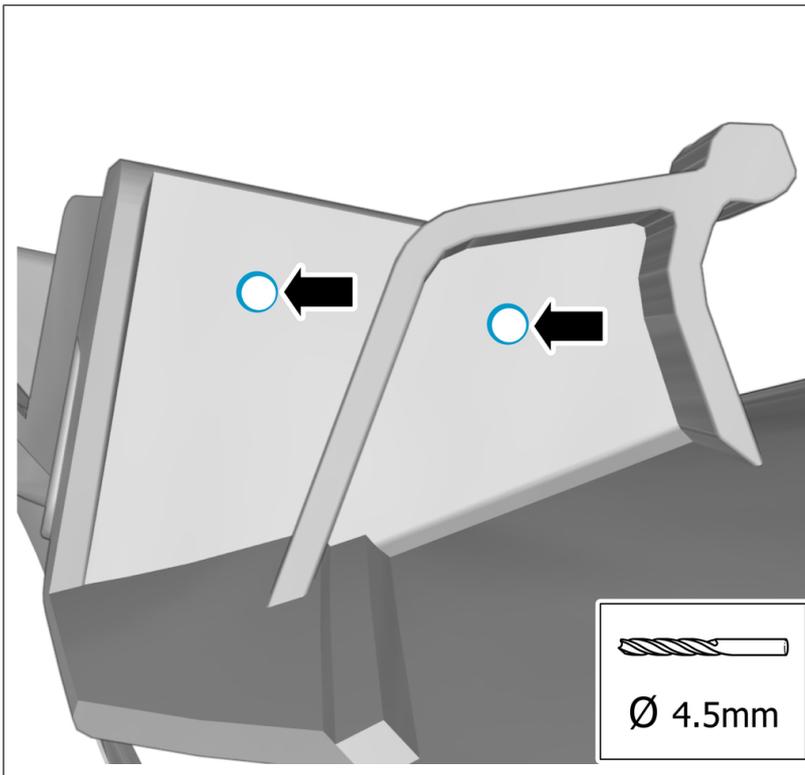
Cut following the dotted lines.  
On both sides.



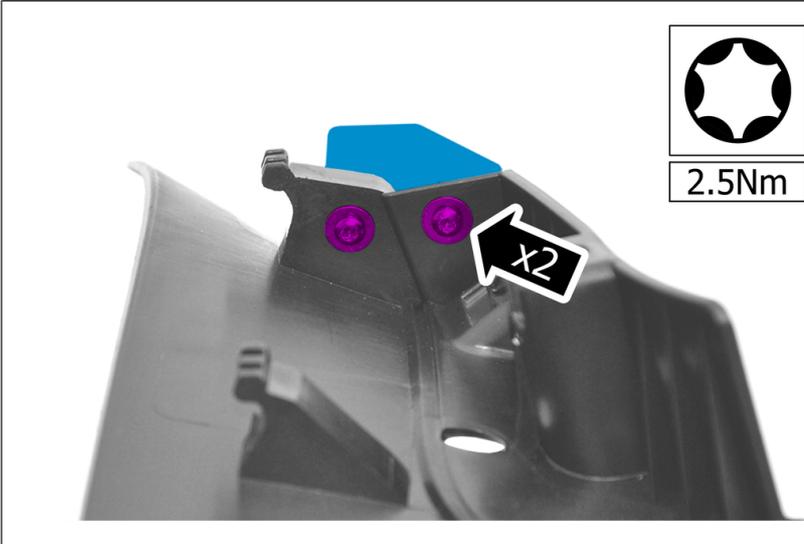


**Note! Make sure that the template is correctly located.**

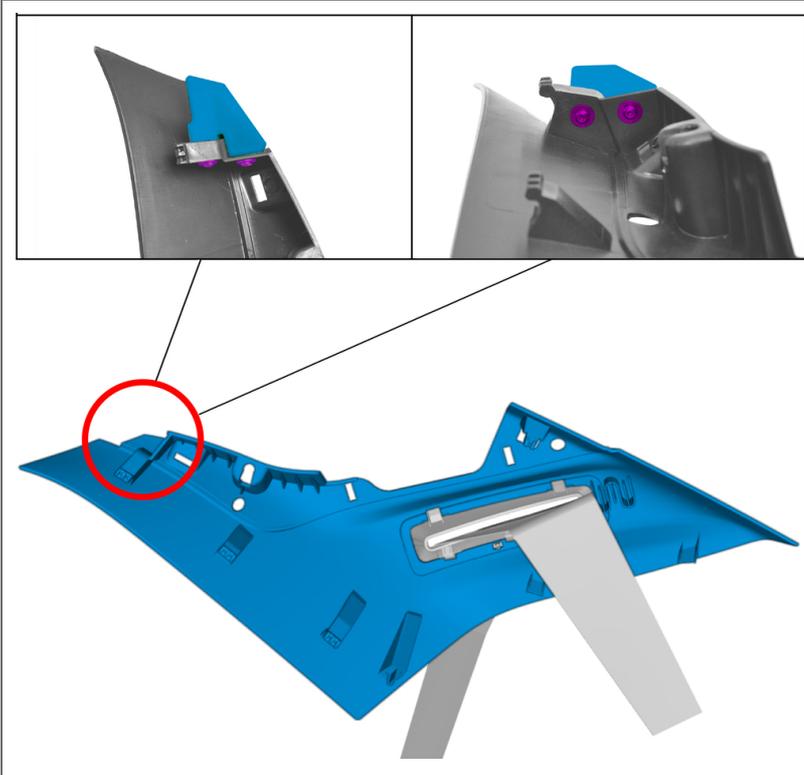
Print the required templates in this procedure.  
On both sides.



Use a drill with the stated size  
On both sides.



Tighten the bolts.  
On both sides.

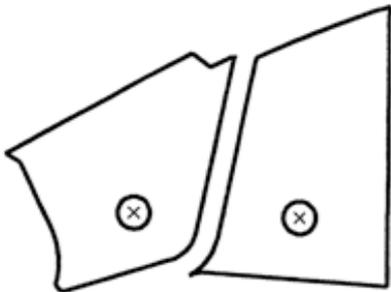
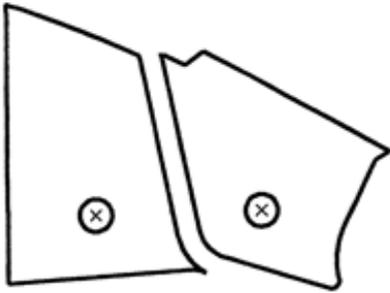
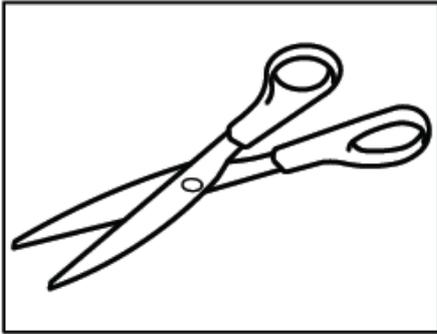


**Note! Orientation view**  
On both sides.

**Installation**

To install, reverse the removal procedure.

# Template





# Parts Bulletin

TITLE:

**Recall R89573: XC90 Inflatable Curtain  
Model Year 2016 XC90**

<b>GROUP:</b> 88	<b>CAT/NO:</b> R89573	<b>REFERENCE BULLETINS:</b> TJ30704 & QB R89573	<b>CAR MARKET:</b> United States and Canada		
<b>COPY TO / CIRCULATIONS (PLEASE INITIAL):</b>				<b>DATE:</b>	
<b>GENERAL MANAGER</b>	<b>PARTS MANAGER</b>	<b>SERVICE MANAGER</b>	<b>SALES MANAGER</b>	<b>YEAR</b> 2015	<b>MONTH</b> 08
				<b>DAY</b> 11	
					<b>Page 1 of 2</b>

**“Right first time in Time”**

## Reference Bulletins: TJ30704 & QB R89573

Volvo Cars of North America, LLC (Volvo) on behalf of Volvo Car Corporation has decided to launch a voluntary safety recall on certain model year 2016 XC90 vehicles.

Volvo has identified that on certain vehicles equipped with seven seats, the Inflatable Curtain (IC) air bag may not deploy as intended for third row passengers. In the event of a collision that warrants a deployment of the Inflatable Curtain, the interior trim panel on the D-pillar(s) could obstruct the IC from inflating fully. If this were to occur, it could increase the risk of injury to third row seat occupants(s) in certain types of crashes.

The corrective action is to modify the D-Pillar interior panels to allow full inflation of the Inflatable Curtain.

A total of 3,911 U.S. and 514 Canadian vehicles are eligible for this recall.

Parts allocations will begin on 8/11/15 based on the number of unsold vehicles in retailer inventory. Due to limited parts availability, if additional parts are needed to remedy a sold vehicle in retailer inventory, please contact Parts Retailer Support with the vehicle identification number. We will send a retailer update when parts availability improves.

# Parts Bulletin 88-R89573



The following part numbers are required:

Part Number	Description	Qty
31455619	Block	1
31455620	Block	1
986046	Six Point Socket Screw	4*
986497	Washer	4*

**Note: Depending on material availability use PN 986497 or 31480072.**

\*Parts quantity is 10 per bag.