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Jason Guidi

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Director - Regulatory & Compliance

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December 12, 2019  
Subject: Recall R89978  
TO: All U.S. and Canadian Volvo Retailers

**VEHICLES IN RETAILER INVENTORY**

**It is a violation of federal law for a retailer to deliver any new Volvo that is eligible for a recall. Retailers are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,000 per vehicle.**

**Correct all vehicles in your new vehicle inventory before delivery.**

Volvo Car USA LLC on behalf of Volvo Car Group, has decided to launch Recall R89978 on certain model year 2011 – 2017 S60, V60, S60CC, S60I, V60CC vehicles.

Volvo has identified that if the vehicle is exposed to extreme hot climate conditions over time, the door latch will be weakened and the retention hook for pawl spring in the side door latch may break off while being used, i.e. when the door is being opened.

The corrective action is to replace all four (4) door latches in both front and rear side doors with new improved door latches.

A total of 145,072 U.S. vehicles are eligible for this recall.

**PARTS AVAILABILITY**

Parts availability is very limited at this time. Parts information will be communicated as soon as it is available.



### **WHAT SHOULD YOUR CUSTOMERS DO NOW?**

In the majority of the cases customers will react to the difficulty of closing the door if there is an issue with the door latch.

However, if the driver/passenger does not notice that the door is bouncing / not latching, the open-door warning (AJAR switch) light will illuminate in the Driver Information Module (DIM). If the vehicle does not exhibit any of the above conditions, the vehicle is ok to operate.

Seat belts should always be worn by all occupants in your vehicle. Children should be properly restrained using an infant seat, adjustable child seat or booster cushion as determined by age, weight and height.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Vehicle Warranty where the message "Recall R89978 Door Latch" will appear for eligible vehicles.
- All cars not yet delivered to end customers must be corrected prior to delivery.
- There have been no reports of incidents related to this issue.

If you have any questions concerning this recall send them to [recall@volvocars.com](mailto:recall@volvocars.com).

### **OWNER NOTIFICATION**

A first owner notification letter will be sent out in January that will notify the owner of this recall, and the lack of available parts at this time. When parts availability improves, a second letter will be mailed to owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

### **PORT VEHICLES**

No eligible vehicles are in the ports.

### **PARTS / PARTS RETURN**

Parts availability is very limited at this time. Parts information will be communicated as soon as it is available.

### **CLAIM SUBMISSION**

Claim submission information will be communicated as soon as it is available.

### **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. As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.



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

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in black ink that reads "Jason Guidi". The signature is written in a cursive style.

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