



Jason Guidi

Director - Regulatory & Compliance

March 24, 2020

Subject: Recall R89978

TO: All U.S. Volvo Retailers

NEW 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.

What does this mean for customers?

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

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 vehicles exposed to hot climate conditions over time, can cause the door latch to weaken and the retention hook for the pawl spring in the side door latch to break. This can make the doors difficult to latch, or lead the driver/passenger to believe the door is securely closed when it is not.

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.

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.

Prior to performing Recall R89978 it's recommended that you perform a functionality test of all door locks and keyless systems and note any functions that are inoperable.

Recall R89978 only addresses concerns related to the doors opening on their own.



If you have any questions concerning this recall send them to recall@volvocars.com.

OWNER NOTIFICATION

A second owner notification letter will be sent out early May, 2020 that will notify the owner of this recall 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

Please refer to Parts Bulletin 8-R89978. No parts will need to be returned to the Technical Material Analysis department.

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 J. Guidi".

Jason Guidi
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