

CL-11312310-8587

February 10, 2020

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: NHTSA Recall 19V849

To whoever has authority to deal with this recall:

I am enclosing a copy of the safety recall received from Volvo, together with other pertinent information regarding my complaint.

Because of our recent experience, as outlined in the enclosed letter sent to Jason Guidi, Volvo Director of Regulatory & Compliance, I believe the recall issue may be greater than that stated. Since their e-mail of November 7, denied cost assistance for the door lock repair, I don't believe they feel that ours was a safety issue. Therefore, I would like to file a safety complaint regarding being locked in the car with no exit.

I believe that barring any obstruction or accident, a locked car door that cannot be opened is not an inconvenience but a safety issue, and an unusable passenger seat because the door is permanently locked because of a door part failure is a safety issue and also an inconvenience.

I imagine that we cannot be the only Volvo owners that have had this issue, and I would hope that you will look into this further.

Thank you.



RR

TG
2.26.20
WD

February 10, 2020

Jason Guidi
Director - Regulatory & Compliance
Volvo Cars USA
1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647

Dear Director Guidi:

Thank you for your safety recall notice (NHTSA Recall 19V849). I am writing because of another door safety issue that we have experienced, and is not part of the current recall.

For reference, I have enclosed the invoice from my Volvo dealership and the DTC sheet. As you can see, the passenger door lock motor was replaced. The problem was that the door remained locked when I tried to exit the vehicle. We attempted to unlock the door while I was inside the car from both the door locks on the drivers and passenger sides. Then my husband tried to unlock the door from the outside, which also did not work. The only way to exit the car was from the driver's side or through the rear doors. We felt that this was a safety issue, but Volvo did not agree, as you can see from the letter enclosed sent by Kathleen from Volvo Car USA, dated November 7, 2019.

As to the attached world-class care offer, we did receive \$72.95, which is 30% of the part price of \$243.16, not 30% off the part price needed during service. You may need to reword the offer, as it appears misleading

Please do keep us informed as to when the recall replacement parts are available.

Sincerely,


cc: NHTSA



SAFETY RECALL NOTICE

VOLVO CAR USA LLC
PO Box 3757, Highland Park, MI 48203-9984

PRESORT
FIRST-CLASS
U.S. POSTAGE
PAID
VOLVO CAR



Leland, NC



IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



January 24, 2020

NHTSA RECALL 19V849

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV1612FH4E1 [REDACTED]

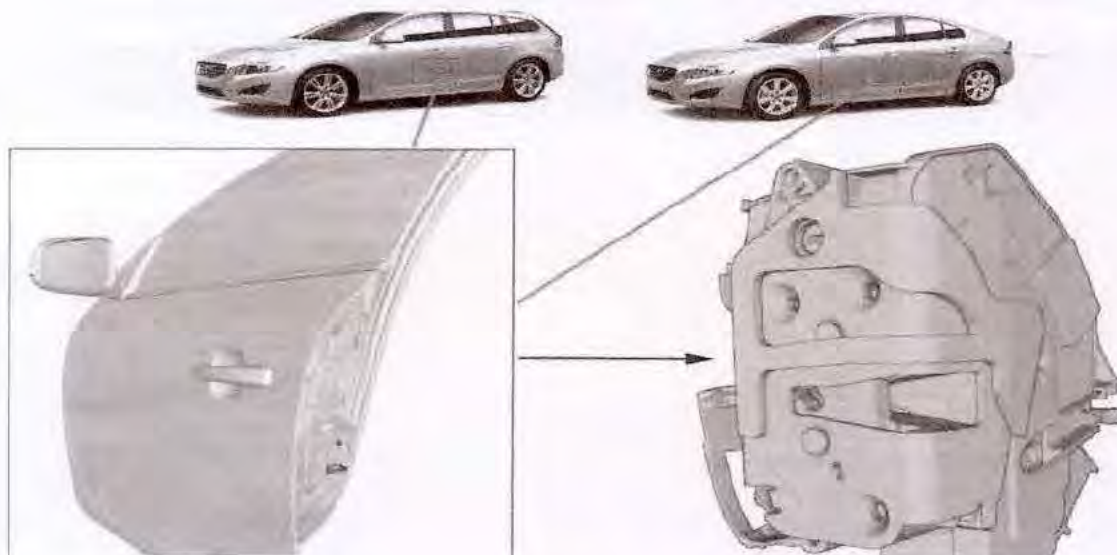
Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Car USA LLC (Volvo) on behalf of Volvo Car Group, has decided that a defect which relates to motor vehicle safety exists in certain model year 2011 – 2017 S60, V60, S60CC, S60I, V60CC vehicles.

The reason for Recall R89978:

Volvo has identified that vehicle exposure to hot climate conditions over time, can cause the door latch to weaken and the retention hook for 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.



VOLVO CAR USA LLC
1 Volvo Drive, Rockleigh, NJ 07647
volvocars.us

A door that is not securely latched could open while the vehicle is in motion, increasing the risk of injury to a vehicle occupant.

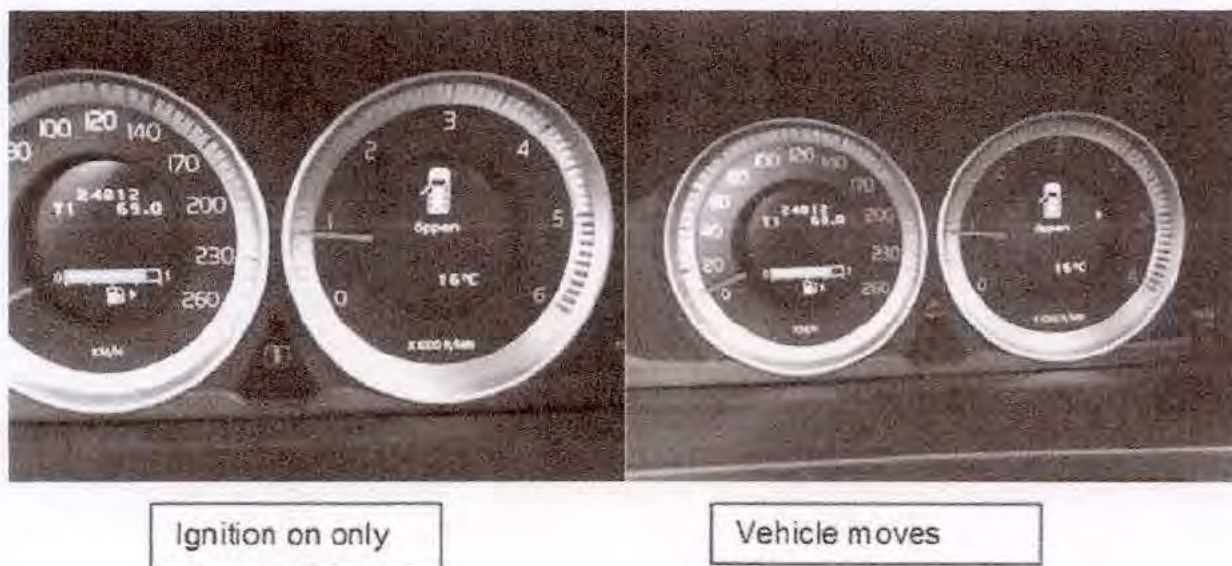
The corrective action is to replace all four (4) door latches in both front and rear side doors with new improved door latches, free of charge.

Unfortunately at this time, replacement parts are not available for this repair. Please be assured that Volvo is working to secure the needed replacement door latches as soon as possible. We will send you a second notification letter as soon as the replacement door latches are available.

What should you do now?

In the majority of the cases, you will experience difficulty in 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.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us the updated owner information. Please refer to our contact information in this letter.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center:

1 Volvo Drive,
P.O. Box 914,
Rockleigh, NJ 07647

Or by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact us by going to <http://volvocars.us/support>.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge, and within a reasonable period of time, you may contact the NHTSA Administrator at:

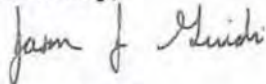
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.
Washington, DC 20590

Or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153). You may also go to their website, <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause, and we are working to have this important service completed as quickly as possible.

Sincerely,

A handwritten signature in dark ink, appearing to read "Jason Guidi". The signature is fluid and cursive, with the first name "Jason" and last name "Guidi" clearly distinguishable.

Jason Guidi
Director - Regulatory & Compliance
1-800-458-1552

CUSTOMER #:

PARKWAY



5920 Market Street
Wilmington, NC 28405
(910) 392-4888
(800) 424-9434

INVOICE

DUPLICATE 1
PAGE 1

LELAND, NC

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 36772 GUILLERMO LIMON LAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SEASHELL	14	VOLVO S60	YV1612FH4E1		137325/137327		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 30OCT19		0.00	CASH	30OCT19
R.O. OPENED		READY		OPTIONS:			
13:13 30OCT19		15:19 30OCT19					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES PASSENGER SIDE DOOR LOCK DOES NOT WORK INTERMITTENTLY,

PLEASE REPLACE PART HERE

ELT ELECTRICAL CONCERN

27109 CPV

251.90

251.90

1 31349860 208341 LOCK

243.16

243.16

243.16

PARTS: 243.16 LABOR: 251.90 OTHER: 0.00 TOTAL LINE A: 495.06

tech replaced front passenger side door lock , no faults found after repair

B NO INSPECTION NEEDED

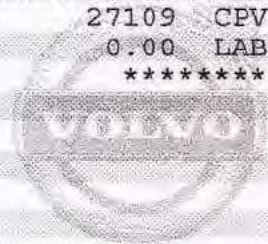
NIN NO INSPECTION NEEDED

27109 CPV

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00



SUBARU

HYUNDAI

State Tax

34.65

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes cleaners, special tubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

CUSTOMER SIGNATURE

X

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repelling your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	251.90
PARTS AMOUNT	243.16
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	495.06
LESS INSURANCE	0.00
SALES TAX	34.65
PLEASE PAY THIS AMOUNT	529.71



DTC - Initial State

Last readout time 10/30/2019 10:55:51 AM

1800-550-5658-

137,301 mi

Control Module - Diagnostic Trouble Code	Status
AUD	No fault found.
BCM	No fault found.
CCM-B108194 Left Temperature Damper Motor - Component Failures - Unexpected operation	DTC is found active.
CEM-B110977 Passenger door central locking motor - Mechanical Failures - Commanded position not reachable	DTC is found active.
CVM	No fault found.
DDM-U015500 Lost Communication With Driver Information Module (DIM)	DTC is found not active.
DDM-U020800 Lost Communication With "Seat Control Module A"	DTC is found not active.
DEM	No fault found.
DIM	No fault found.
ECM-P001500 Exhaust (B) Camshaft Position Timing - Over-Retarded (Bank 1)	DTC is found not active.
IAM	No fault found.
ICM	No fault found.
KVM	No fault found.
PAC	No fault found.
PAM	No fault found.
PBM	No fault found.
PDM-B110915 Passenger door central locking motor - General Electrical Failures - Circuit short to battery or open	DTC is found active.
PDM-B12B615 Front Lock Motor Common Circuit - General Electrical Failures - Circuit short to battery or open	DTC is found active.
PSCM-U300362 Battery Voltage - Algorithm Based Failures - Signal compare failure	DTC is found not active.
PSM-B1C0224 Memory Store Switch - General Signal Failures - Signal stuck high	DTC is found active.
RDAR	No fault found.
SAS	No fault found.
SODL	No fault found.
SODR	No fault found.
SRS	No fault found.
TCM	No fault found.

2 hr.

\$ 495⁰⁰

From: Volvo Customer Care Team volvo1@mailmw.custhelp.com
Subject: Passenger door [ID: [REDACTED]]
Date: Nov 7, 2019 at 12:38:56 PM
To: [REDACTED]



Kathleen

11/07/2019 12:38 PM

Dear [REDACTED]

Your request for financial assistance the door lock was review by Volvo and I regret your request for cost assistance with this repair has been denied.

However, I have attached a 30% mail in rebate coupon which may be used toward the purchase of a Volvo part purchased with your Volvo retailer with a maximum reimbursement of \$200. I hope this will assist you.

Med vänliga hälsningar!

Yours Sincerely,

Kathleen

Volvo Car USA

201-308-8391

Announcing 'Tow for Life' [Learn More](#)





GREAT TREATMENT FOR YOUR VOLVO

World-Class Care

You deserve excellent treatment, and that's just what you'll get when you bring your Volvo in for service or maintenance at your local Volvo retailer. For a limited time, you are eligible to receive 30% off the Volvo Genuine Parts needed during service.* This offer also applies to Volvo Genuine Accessory purchases.

To receive your reimbursement check, please complete this form, attach it to a copy of your original Volvo invoice and mail both to:

VP Offer • C/O ACB • P.O. Box 1919 • Memphis, TN 38101

Parts/Accessories must be purchased between 10/28/2019 and 4/28/2020.

*Maximum parts and/or accessories reimbursement \$200. Amount based on Volvo's Suggested Retail Selling Price of the parts/accessories. Log on to www.acbincentives.com/volvorebates to check the status of your reimbursement check or call 1.866.617.0500.

To be completed by Customer

First Name _____

Street Address _____

City Leland State NC Zip Code _____

Phone _____ Email _____

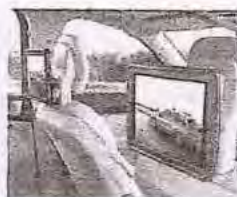
If you would like to receive product information and special offers from Volvo by email, please provide your email address. We do not provide personal information about you to unrelated companies for their independent use. We do not sell, trade or disclose your contact information to independent third parties for their independent use without your permission.

Customer Number: _____

Offer valid at participating authorized Volvo retailers only. Proof of purchase required. Cannot be combined with any other offer. Offer void where prohibited by law. Request must be postmarked no later than 30 days past expiration date. Please allow 6-8 weeks for reimbursement. ©2017 Volvo Car USA, LLC.

volvocarsaccessories.com

volvocars.com/us





National Highway Traffic Safety Admin.
1200 New Jersey Ave, SE
Washington, DC 20590
Admin