



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

[REDACTED]  
Leland, NC [REDACTED]

NEF-109 tgd  
Ref. No. 11312310

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2014 Volvo S60 vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You report that the front passenger door lock failed to release in your MY 2014 Volvo S60 vehicle and you were temporarily trapped in the vehicle. You assert that this problem is related to the defect identified in NHTSA Safety Recall Campaign No. 19V-849. However, you state that Volvo declined to correct the problem free of charge. As such, you feel Recall 19V-849 should be expanded to include the door lock problem you experienced.

Please note that recalls are very specific in regards to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. As you know, Recall No. 19V-849 addresses a problem with certain MY 2011 through MY 2017 Volvo S60 vehicles. Exposure 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 may 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. However, doors not unlocking as you experienced is not the defect identified in the recall. Although inconvenient, occupants are still able to exit from another door, as you did.

We reviewed our database to identify whether a safety defect trend exists with doors failing to unlock in MY 2014 Volvo S60 vehicles. We specifically searched for reports of occupant entrapment when all exterior, interior, mechanical, and power door locks failed simultaneously in MY 2014 Volvo S60 vehicles. At this time, our research did not identify enough evidence to open a safety defect investigation, expand Recall 19V-849, or to initiate a new recall. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf). We recommend that you contact Volvo or continue to work with your local dealer to resolve this matter.

You may consider contacting your local Consumer Protection Agency or the North Carolina Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Volvo district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, reimbursement matters, and fair trade practices. There are three ways to contact the FTC: by telephone toll free at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement