



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



November 23, 2020

NEF-109 tgd  
Ref. No. 11374450

West Newbury, MA

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Volvo XC60 vehicle. Your letter was received in 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 did not indicate if your MY 2017 Volvo XC60 came equipped with Self-Supporting Run Flat Tires (SST). Volvo vehicles equipped with SST's have a tire sealing system located under the rear cargo area or trunk. Your owner's manual provides instructions on how to use the tire sealing system (pages 311 to 319). However, we feel the system would be ineffective based on the tire puncture you described.

Please note that there are no Federal requirements for manufacturers to produce vehicles with a spare tire. As such, it is not uncommon for newer vehicles to be equipped with run flat tires or repair kits instead of a full size or emergency "doughnut" spare tire, as in the past. In addition, the only owner notification required is that the tire information placard, located at the bottom of the driver's-side B-Pillar, must indicate "None" if a spare tire is not provided. To avoid this problem in the future, we encourage you to purchase an aftermarket spare tire through your dealer's parts department, and you can always contact Volvo for further assistance.

We have entered your information into NHTSA's database, where 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)

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