
Baltimore, MD

April 16, 2025

Jack Danielson
Executive Director
NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Dear Mr. Danielson:

Please see the attached letter to Volvo USA concerning my 2016 Volvo XC60. The GPS problem is annoying and possibly only a problem with my vehicle – not worthy of a recall. However, there is an inherent problem with fueling the vehicle that is detrimental to the environment that Volvo knows about. I have taken my Volvo to several Volvo dealers, and all are aware of the problem.

I would appreciate it if you could investigate this to determine if it is worthy of a recall.

Sincerely,

Atch: Letter to Volvo USA



[REDACTED]
Baltimore, MD [REDACTED]

April 16, 2025

Michael Cottone
President, Volvo Cars USA
1 Volvo Drive
Mahwah, NJ 07495

Dear Mr. Cottone:

We have owned at least one Volvo, sometimes two, since 1973. In fact, I owned a 1986 Volvo DL wagon that had over 400,000 miles on it. It had the original engine and transmission. Rust was the only reason I had to get rid of it. One of my current vehicles is an XC60 which I purchased new in Aug 2016 from Koons Volvo in White Marsh, Maryland. However, this is the last Volvo I will ever purchase.

I have written to Volvo and taken my car to Koons Volvo numerous times concerning a problem with the GPS system. I saved numerous destinations in the GPS, but for no apparent reason, they "disappear." The destination stored in "Home" is still there, but when this happens, the "Stored" locations under that heading in the dropdown menu is no longer illuminated and all the destinations have disappeared. Locations are still present under "Previous" locations and the "home" location is still there.

Koons tried several remedies, but none have worked long term. They can be there one day, and when I start the car the next day, the "Stored" locations are gone. I save them again, but eventually they disappear. Very Frustrating!

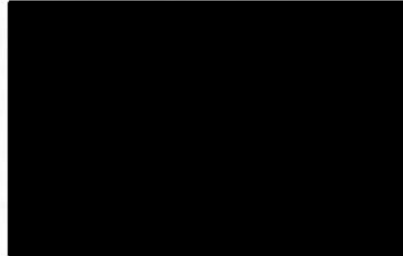
There is another problem that is much worse:

For several years, I have been unable to "automatically" fill the gas tank. I put the gas pump nozzle in the tank door and flip the clip to automatically fill the tank. However, it continuously stops as if the tank is full. This happens no matter what gas station I use, so it is a problem with the vehicle not the pump. I must hold the pump handle and let the gas flow very slowly. It can to 10 - 15 minutes to full the tank because I must continually remove and reinsert the nozzle. That is unacceptable!

I have been to several Volvo dealers, and each has told me that this is a problem with this model Volvo. Not only is this aggravating and time consuming, it bad for the environment. Because I must continuously remove and reinsert the nozzle, it defeats the fume recovery.

Volvo should voluntarily correct this problem free of charge.

Sincerely,



cc: NHTSA

[REDACTED]
Pikesville, MD

BALTIMORE MD 212

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USA
FOREVER

Mr. Jack Danielson

Executive Director

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