



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



September 26, 2025

[REDACTED]
[REDACTED]
Baltimore, MD [REDACTED]

NEF-109 rrr
Ref. No. 11659227

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2016 Volvo XC60 vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with fueling and the navigation (GPS) system in MY 2016 Volvo XC60 vehicles. Regarding the fueling, we specifically searched for reports of the fuel flow constantly shutting off with the pump lever locked in the open position. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we 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.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

We encourage you to continue to work with Volvo and your dealer to explore the potential for an amicable resolution to your problem. You can ask your dealership for a meeting with a Volvo district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Maryland Attorney General's Office regarding your rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at [ftc.gov/complaint](https://www.ftc.gov/complaint).

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 to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement