



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 12, 2019

Mr. Jason Guidi  
Dir. Regulatory & Compliance  
Volvo Car USA LLC  
417000 Technical & Regulatory  
1 Volvo Driver, Building B  
Rockleigh, NJ 07647

NEF-150JK  
19V-849

**Subject:** Doors may Unexpectedly Open

Dear Mr. Guidi:

This letter serves to acknowledge Volvo Car USA LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

VOLVO/S60/2011-2017  
VOLVO/S60CC/2011-2017  
VOLVO/S60I/2011-2017  
VOLVO/V60/2011-2017  
VOLVO/V60CC/2011-2017

**Mfr's Report Date:** November 26, 2019

**NHTSA Campaign Number:** 19V-849

**Components:**

LATCHES/LOCKS/LINKAGES:DOORS:LATCH

**Potential Number of Units Affected:** 144,937

**Problem Description:**

Volvo Car of USA LLC (Volvo) is recalling certain 2011-2017 S60, S60I, V60, S60CC and V60CC vehicles. A component within the door latches may break, making the doors difficult to latch and/or leading the driver or a passenger to believe a door is securely closed when, in fact, it is not.

**Consequence:**

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

**Remedy:**

Volvo will notify owners, and dealers will replace all four door latches, free of charge. The recall is expected to begin January 4, 2020. Owners may contact Volvo customer service at 1-800-458-1552. Volvo's number for this recall is R89978.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

- If the defect or noncompliance involved in this recall involves a specific component or components, your report must include (1) The name of the component or components, (2) A description of the component or components, and (3) The part number of the component or components, if any. (49 USC 30119 (g)).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement