

Part 573 Safety Recall Report

19V-046

Manufacturer Name : Volvo Car USA LLC

Submission Date : MAR 12, 2019

NHTSA Recall No. : 19V-046

Manufacturer Recall No. : R89910



Manufacturer Information :

Manufacturer Name : Volvo Car USA LLC

Address : 315 Sigma Drive

Summerville SC 29486

Company phone : 6177846027

Population :

Number of potentially involved : 45,990

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2019 Volvo XC60

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Start of production MY2018. Introduction of improved POT lifting arms in production 2018 week-43.

Production Dates : JAN 12, 2017 - OCT 26, 2018

VIN Range 1 : Begin : YV1UZ68TCJ1000122 **End :** LYVUE10D4KB275808 Not sequential

Description of Defect :

Description of the Defect : Volvo has identified that that the tailgate lifting arms (drive units) under certain conditions and cold temperatures may freeze. If this would occur, it may lead to noise or loss of function when operating the tailgate in freezing conditions with risk of separation of the tailgate lifting arms.

In worst case scenario, this may result in complete separation of tailgate lifting arms with spring detaching and projecting in a rearward direction with significant force resulting in risk for personal injury.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If outer tube is dislocated there will be visible motor/gearbox housing and/or visible spring. Customer may experience noise when operating the POT and may experience problems when opening/closing the tailgate. When outer tube is dislocated, handling may result in bending of POT lifting arms. Bended POT lifting arms will result in inability to close the tailgate. Visible motor/gearbox housing and/or visible spring may result in complete separation of POT lifting arms with risk of injury due to freely expanding spring.

Description of the Cause : Insufficient strength in clip holding outer tube.

Identification of Any Warning that can Occur : Volvo has identified that that the tailgate lifting arms (drive units) under certain conditions and cold temperatures may freeze. If this would occur, it may lead to noise or loss of function when operating the tailgate in freezing conditions with risk of separation of the tailgate lifting arms. In worst case scenario, this may result in complete separation of tailgate lifting arms with spring detaching and projecting in a rearward direction with significant force resulting in risk for personal injury.

Supplier Identification :

Component Manufacturer

Name : Brose Priedviza Spol. S.r.o - AEGFW
Address : Max Brose 2909/20
PRIEVIDZA FOREIGN STATES 97101
Country : Slovakia

Chronology :

In December 2017 VCC received a Vehicle Report (France) with regards to the Power Operated Tailgate (POT) not working as intended. Volvo and supplier Brose initiates an analysis of customer symptom.

An updated POT with altered design was introduced in production late December 2017, a further developed POT was introduced in March 2018.

In April 2018 a second and third vehicle report were filed to Volvo Car Corporation (Finland/Sweden). The broken parts were sent to Brose for further analysis. In May 2018 an 8D report was presented to Volvo by Brose stating two different failure modes. Failure mode #1; Noise, with no fault found. Failure mode #2; POT clips holding the outer tube broken. As a result Brose implements a 100% visual line check. Both failures were from cars built before upgraded POT was introduced (see above).

In June 2018 a fourth and fifth Vehicle Report (US/Norway) were filed.

June 2018 - January 2019

Volvo and Brose further analyse broken parts and conduct tests to determine the root cause of the separation between outer and inner tube.

Testing revealed that icing between inner and outer plastic tubes may result in clip failure on the outer tube. If the clip is broken it may end up in dislocation of the outer tube, resulting in reduced structural strength of the POT unit. When operated, reduced structural strength may result in complete separation with freely expanding spring.

There are in total 1 Technical Report and 48 warranty claims from the US with regards to this matter. (1 TR and 49 warranty claims Canada)

The issue was brought forward to Critical Concern Management Team (CCMT) in late December 2018 as potentially critical. CCMT recommend to start a preparation of a safety recall on the 14th of January 2019.

Description of Remedy :

Description of Remedy Program : The corrective action is replacement of the tailgate lift arms with an improved design tailgate lift arms.

How Remedy Component Differs from Recalled Component : New improved POT lifting arms with aluminum tubes and fasteners.

Identify How/When Recall Condition was Corrected in Production : Introduction of improved POT lifting arms in production 2018 week 43.

Recall Schedule :

Description of Recall Schedule : A first owner notification letter will be sent out immediately that will notify the owner of this recall and the lack of available parts at this time. When parts availability improves, a second letter will be mailed to owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

Planned Dealer Notification Date : JAN 18, 2019 - JAN 18, 2019

Planned Owner Notification Date : FEB 20, 2019 - MAR 06, 2019

* NR - Not Reported