

Part 573 Safety Recall Report

19V-849

Manufacturer Name : Volvo Car USA, LLC

Submission Date : FEB 10, 2023

NHTSA Recall No. : 19V-849

Manufacturer Recall No. : R89978



Manufacturer Information :

Manufacturer Name : Volvo Car USA, LLC

Address : 270 Three Point Drive
Ridgeville SC 29472

Company phone : 201-768-7300

Population :

Number of potentially involved : 144,937

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2011-2017 Volvo S60, S60I, V60, S60CC, V60CC

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : If the vehicle is exposed to extreme hot climate over time the latch may be weakened and may break while being used, i.e. when the door is being opened. New design on the retention hook for pawl spring was introduced 2016w47.

Production Dates : JUN 02, 2010 - DEC 31, 2016

VIN Range 1 : Begin : YV1FS7050B2000563 End : YV149MTS4H2433679

☐ Not sequential

VIN Range 2 : Begin : YV1FW485BC1063497 End : YV140MEK2H1357831

☐ Not sequential

VIN Range 3 : Begin : YV4612UM3G2000019 End : YV440MUM4H2004328

☐ Not sequential

VIN Range 4 : Begin : LYV402FM6GB085110 End : LYV402HK7HB144713

☐ Not sequential

VIN Range 5 : Begin : YV4612HM0F1000025 End : YV440MWKXH1034533

☐ Not sequential

Description of Defect :

Description of the Defect : Side door latch defect when exposed for extreme hot cycling ambient temperatures.

If the vehicle is exposed to extreme hot climate conditions over time the latch will be weakened and the retention hook for pawl spring in the side door latch may break off while being used, i.e. when the door is being opened.

FMVSS 1 : NR

FMVSS 2 : 206 - Door locks and door retention components

Description of the Safety Risk : The potential risk for the door to open while driving cannot be excluded, e.g. while reversing or in a roundabout. In the event of an unbelted occupant in a similar scenario the risk for the door to open while operating the vehicle, the potential risk of loss or property damage cannot be excluded.

Description of the Cause : If the vehicle is exposed to extreme hot climate over time the latch may be weakened and may break while being used, i.e. when the door is being opened.

Identification of Any Warning that can Occur : In the majority of the cases customer has reacted on the difficulty of closing the door.

However, if the driver/passenger do not notice that the door is bouncing / not latching, the open-door warning (AJAR switch) light will illuminate in the Driver Information Module (DIM).

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Kiekert AG

Address : Höselers Platz 2
Heiligenhaus Foreign States 42579

Country : Germany

Chronology :

Chronology of Events

- A. Condition considered as Critical by CCMT* 2019-11-20
- B. Field Action decision by Volvo Car Corporation 2019-11-25
- C. Condition detected by? (market VR**, internal, inspection, testing) Market
- D. Number of VR with the condition, reported to Volvo Cars from NSC? 1
- E. Total number of cars included in VRs concerning the condition? 1
- F. Implementation date 2019-11-26

*Critical Concern Management Team, ** vehicle reports

August 8 2019, Volvo Cars USA (VCUSA) was informed by NHTSA about 5 VOQ regarding the latches.

August 12 2019, a UDF was created to bring back all latches.

September 16 2019, latches arrived to TMA USA, delayed due to the hurricane Dorian.

September 27 2019, latches was sent to Sweden.

October 3 2019, VCUSA had a meeting with NHTSA.

October 8 2019, latches arrived to Volvo Cars.
October 9 2019, analysis started.

Description of Remedy :

Description of Remedy Program : To remedy the concerned vehicles Volvo Cars needs to replace all 4 door latches in both front and rear side doors with new improved door latches free of charge to the customer.
If an out-of-pocket expense has been paid for this repair to be performed, prior to receiving this letter, customers may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please refer to Volvo Customer Care Center by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact Volvo by going to <http://volvocars.us/support>.

How Remedy Component Differs from Recalled Component : New design on the retention hook for pawl spring was introduced 16w47.

Identify How/When Recall Condition was Corrected in Production : New design on the retention hook for pawl spring was introduced 16w47.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : DEC 06, 2019 - DEC 06, 2019

Planned Owner Notification Date : JAN 24, 2020 - JAN 24, 2020

* NR - Not Reported