



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V072

Manufacturer Name: Volvo Car USA, LLC

Submission Date: Feb 13, 2026

NHTSA Recall No.: 26V072

Manufacturer Recall No.: R89978

Manufacturer Information

Population

Manufacturer Name: Volvo Car USA, LLC

Address: 1800 Volvo Place
Mahwah NJ, 07430

Total number of potentially involved: 2,758

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2017-2017 VOLVO S60L

Product Category: Light Vehicles

Product Type: Light Truck

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Nov 24, 2016 - Apr 08, 2017

Number of potentially involved: 2,758

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. Only addition of vehicles to previous released recall NHTSA No. 19V849 / Volvo Cars recall no. R89978.

Defect / Noncompliance Description

Description of the defect or noncompliance:

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.

FMVSS1: 206 - Door locks and door retention components

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

The potential risk for the door to open while driving cannot be excluded, e.g. while reversing or in a

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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 injury 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).

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Kiekert AG

Address: Höselers Platz 2, Heiligenhaus
Foreign States, 42579

Country: Germany

Involved Components

Component Name 1: Lock Front Left

Component Description: Lath Front Left

Component Part Number: 31349858

Component Name 2: Lock front right

Component Description: Latch Front Right

Component Part Number: 31349860

Component Name 3: Lock Rear Left

Component Description: Latch Rear Left

Component Part Number: 31349862

Component Name 4: Lock Rear Right

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Component Description: Latch Rear Right

Component Part Number: 31349866

Chronology

August 8, 2019 Volvo cars received the first report indicating problems with the door latch. An investigation was initiated to review the customer symptom and a possible root cause. The investigation was escalated to the Critical Concern Action Process (CCAP). The issue was concluded as potentially critical and the Critical Concern Management Team (CCMT) initiated a technical investigation to conclude customer symptom, risk assessment, testing, root cause etc. November 20, 2019 the technical investigation was completed, the CCMT team took the decision to start preparation for a recall as it was judged as an increased risk towards motor vehicle safety. December 18, 2025 Volvo cars received further questions indicating problems with the door latch outside the scope for NHTSA No. 19V849 / Volvo Cars recall no. R89978. An investigation was initiated and January 16, 2026, Volvo Cars investigation discovered a human error in the determination of chassis limitation. January 19, 2026: 2758 S60L vehicles added to existing Volvo Cars recall no. R89978.

Related NHTSA Recall Number: 19V849

Description of Remedy

Remedy Type: Inspect, Repair

Consumer Advisories: Do Not Drive Park Outside

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, 6:00 AM to 9:00 PM, 7 days a week. You may also contact Volvo by going to <http://volvocars.us/support>. Only addition of vehicles to previous released recall NHTSA No. 19V849 / Volvo Cars recall no. R89978.

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.

Reimbursement Plan

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Description of reimbursement program:

If you had previously paid for this repair to be performed, prior to receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy for the problem associated with this recall. For more information, please refer to Volvo Customer Care Center contact information in this letter.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us the updated owner information. Please refer to our contact information in this letter.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center:

1800 Volvo Place
Mahwah, NJ 07430

Or by phone at 1-800-458-1552, 6 am – 9 pm, 7 days a week. You may also contact us by going to <https://volvo.custhelp.com/app/homeV3> us by going to <https://volvo.custhelp.com/app/homeV3>

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

Planned Dealer Notification Date: Feb 09, 2026

No Dealers

Planned Interim Owner Notification Date:

No Owners

Planned Remedy Owner Notification Date: Feb 23, 2026

Phased Recall

Date when VIN will be searchable: Jan 19, 2026