



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 6, 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-046

Subject: Tailgate Lifting Arms may Freeze and Separate

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/XC60/2018-2019

Mfr's Report Date: January 18, 2019

NHTSA Campaign Number: 19V-046

Components:

STRUCTURE:BODY:TAILGATE

Potential Number of Units Affected: 45,990

Problem Description:

Volvo Car USA LLC (Volvo) is recalling certain 2018-2019 Volvo XC60 vehicles. Under certain conditions and cold temperatures, the tailgate lifting arms may freeze which may cause the lifting arms to separate from the vehicle.

Consequence:

If the tailgate lifting arms separate, the arms could project rearward with significant force, increasing the risk of injury.

Remedy:

Volvo has notified owners, and dealers will replace the tailgate lift arms with an improved designed, free of charge. An interim notification was mailed on January 31, 2019 to notify owners of the issue. A second letter will be sent once remedy parts are available. Owners may contact Volvo customer service at 1-800-458-1552. Volvo's number for this recall is R89910.

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.

Please be reminded of the following requirements:

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.

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to Volvo instructions.

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. We look forward to working with you.

Sincerely,



Kareem Habib
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement