



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 27, 2020

Mr. Vincent D'Auria  
Regulatory Programs Manager  
Volvo Car USA LLC  
1 Volvo Drive  
PO Box 914  
Rockleigh, NJ 07647

NEF-150SS  
20V-503

**Subject:** Wipers may Loosen/FMVSS104

Dear Mr. D'Auria:

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/XC60/2018-2020

**Mfr's Report Date:** August 25, 2020

**NHTSA Campaign Number:** 20V-503

**Components:**

VISIBILITY/WIPER  
VISIBILITY:WINDSHIELD WIPER/WASHER:LINKAGES

**Potential Number of Units Affected:** 87,226

**Problem Description:**

Volvo Car of N.A., LLC (Volvo Cars) is recalling certain 2018-2020 XC60 vehicles. The nuts that secure the front wipers may not have been sufficiently tightened, possibly causing the wipers to not function properly. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 104, "Windshield Wiping and Washing Systems."

**Consequence:**

The risk of the front wiper arms nut fixation to loosen and not holding the arm in correct position, the wiper function could be reduced and vision could be impaired, thus increasing the risk of a crash.

**Remedy:**

Volvo Car will notify owners, and dealers will tighten the nuts holding the front windshield wiper arms in position, free of charge. The recall is expected to begin October 26, 2020. Owners may contact Volvo Car customer service at 1-866-870-2046. Volvo Car's number for this recall is R10044.

**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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

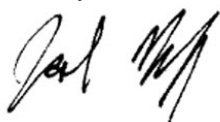
Please be reminded of the following requirements:

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 Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



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