

Part 573 Safety Recall Report

20V-503

Manufacturer Name : Volvo Car USA LLC

Submission Date : NOV 02, 2020

NHTSA Recall No. : 20V-503

Manufacturer Recall No. : R10044



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 : 87,226

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2020 Volvo XC60

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Some 2018-2020 XC60 vehicles may have been assembled with improper torque used in assembly plant due to faulty specification contributing to poor fixation of the wiper arm nut.

The suspect period began when the XC60 P5 Version was introduced into production on 5/20/17.

Similar vehicles not included in the recall were manufactured before or after the suspect period. Number of vehicles affected in the US 87,226.

Production Dates : MAY 20, 2017 - MAY 25, 2020

VIN Range 1 : Begin : YV1UZA8BCJ1000389 End : LYVUE25D9LB608973 ☒ Not sequential

Description of Defect :

Description of the Defect : Wrong torque used in assembly plant due to faulty specification contributing to poor fixation. Analysis shows that calculations didn't take the complete screw joint frictions and all dimensional tolerances into account when specifying the torque.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Risk of front wiper arms nut fixation to loosen and not holding the arm in correct position. In certain circumstances, the wiper function could be reduced and vision could be impaired. This may increase the risk of a crash.

Description of the Cause : Wrong torque used in assembly plant due to faulty specification contributing to poor fixation.

Identification of Any Warning Wear on wiper arms if running continuously.

that can Occur : Unusual noise if the windshield wiper arm is in contact with the hood. In worst case scenario there may be reduced or no wiping function.

Involved Components :

Component Name 1 : Nut - not defective

Component Description : Nut holding front windshield washer arm in position needs re-torque

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : Volvo Car Corporation

Address : Gunnar Egellaus Vag 8
Goteborg FOREIGN STATES 418 78

Country : Sweden

Chronology :

A. Condition considered by CCMT* 2020-08-12

B. Field Action decision by Volvo Car Corporation 2020-08-19

C. Condition detected by? (market VR**, internal, inspection, testing) Market

D. Number of VR with the condition, reported to Volvo Cars from NSC? 98

E. Total number of cars included in VRs concerning the condition? 100

F. Implementation date 2020-08-20

2020-02-19: Email from NHTSA requesting EWR attachments for filed reports

2020-04-07: Volvo first review with NHTSA

2020-04-07: Email from NHTSA confirming follow-up questions from Volvo first review with NHTSA

2020-04-10: Email from NHTSA with additional questions

2020-07-15: Volvo second review with NHTSA

2020-11-02: Per further review Volvo has amended this recall action changing it from a non-compliance recall to a safety defect recall filing.

Description of Remedy :

Description of Remedy Program : To remedy the concerned vehicles Volvo Cars will re-torque the nut holding the front windshield wiper arm in position at no charge to the customer.

How Remedy Component Differs from Recalled Component : Too low torque on the nut in production. Increase the tightening torque to 38 Nm.

Identify How/When Recall Condition was Corrected in Production : Introduced increased tightening torque to 38 Nm in concerned plants 20w21 (May 20, 2020)

Recall Schedule :

Description of Recall Schedule : Dealer notifications will be delivered 8/25/20, customer notifications will be delivered no later than 10/26/20. Copies of all documents will be loaded to NHTSA site.

Planned Dealer Notification Date : AUG 25, 2020 - AUG 25, 2020

Planned Owner Notification Date : OCT 26, 2020 - OCT 26, 2020

* NR - Not Reported