



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 28, 2021

Mr. Vincent D'Auria
Senior Manager Product, Safety & Compliance
Volvo Car USA, LLC
1 Volvo Drive
PO Box 914
Rockleigh, NJ 07647

NEF-107SS
21V-273

Subject: Front Seat Movement May Trap Rear Passenger

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/XC90/2016-2020

Mfr's Report Date: April 21, 2021

NHTSA Campaign Number: 21V-273

Components:

ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 162

Problem Description:

Volvo Car USA, LLC (Volvo Car) is recalling certain 2016-2020 XC90 Excellence vehicles. Liquid or condensation on the rear seat control display may cause the front passenger seat to move back as far as possible.

Consequence:

The rear passenger may become trapped by the front seat without the ability to cancel the seat's movement, increasing the risk of injury.

Remedy:

Volvo Car will notify owners, and dealers will update the rear seat control display software, free of charge. The recall is expected to begin June 18, 2021. Owners may contact Volvo Car customer service at 1-800-458-1552. Volvo Car's number for this recall is R10093.

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 ensure the following requirements are met:

As required in Part 573.6(c)(6), in the case of a defect, please provide a legible, plain-language chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

AMENDED 573 REQUIRED.

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.

Volvo Car USA, LLC's contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement