



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 19, 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-881

**Subject:** Missing Cross-Member Bolt in Engine Compartment

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/XC40/2021

**Mfr's Report Date:** November 12, 2021

**NHTSA Campaign Number:** 21V-881

**Components:**

ENGINE  
STRUCTURE:FRAME AND MEMBERS

**Potential Number of Units Affected:** 4

**Problem Description:**

Volvo Car USA, LLC (Volvo) is recalling certain 2021 XC40 BEV vehicles. A bolt that secures the cross-member bracket for the electrical motor in the engine compartment may be loose or missing.

**Consequence:**

A loose or missing bolt may decrease the structural protection of the vehicle, increasing the risk of injury during a crash.

**Remedy:**

Dealers will replace the cross-member bracket and install new bracket bolts, free of charge. Owner notification letters are expected to be mailed January 10, 2022. Owners may contact Volvo customer service at 1-800-458-1552. Volvo's number for this recall is R10128.

**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.nhtsa.gov](http://www.nhtsa.gov).

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).

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 the manufacturer's 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.

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

Sincerely,



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