

Part 573 Safety Recall Report

19V-327

Manufacturer Name : Volvo Car USA LLC

Submission Date : APR 25, 2019

NHTSA Recall No. : 19V-327

Manufacturer Recall No. : R19938



Manufacturer Information :

Manufacturer Name : Volvo Car USA LLC

Address : 315 Sigma Drive
Summerville SC 29486

Company phone : 6177846027

Population :

Number of potentially involved : 8,266

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2019-2019 Volvo S60

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Improvements in the manufacturing process in the Charleston Assembly Plant initiated on 4/1/19. Vehicles manufactured prior will be tagged for the recall repair. A total of 8,266 model year 2019 S60 vehicles are affected.

Production Dates : SEP 25, 2018 - APR 01, 2019

VIN Range 1 : Begin : 7JRA22TM4KG000443 End : 7JR102FM2KG012673

☒ Not sequential

Description of Defect :

Description of the Defect : Volvo has identified that the rear suspension toe link flange lock nut on both sides may not have been tightened.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If outer rear toe link bolt falls off the vehicle stability system (ESC) will detect fault during driving and will be turned off and vehicle maneuverability will be heavily affected which can increase the risk of a crash.

Description of the Cause : Nut might only be started by hand, bolt joint not tightened to torque specification. Concerned assembly operations were performed on separate stations.

Manufacturer's responsibility.
Assembly plant process deviation.

Identification of Any Warning that can Occur : Based on engineering judgement, initially some noise might be heard.

Supplier Identification :

Component Manufacturer

Name : No defective component

Address : NR

NR

Country : NR

Chronology :

On 4th of January 2019, during final inspection, three vehicles were found with loose toe link nuts. This led to improvements in the manufacturing process in the Charleston Plant. The issue was at that time determined to be only with the three identified vehicles.

On 1st of April 2019 another vehicle with loose nut was identified at the Charleston Plant.

Charleston plant initiated internal controls and started further investigations.

4th of April – 8th of April, analysis and testing at Volvo Cars proving ground (Hälleröd) were performed to understand warnings and chain of event.

On 10th of April the potential issue was presented to the Critical Concern Management Team (CCMT), who decided to start an internal investigation and on 17th of April CCMT determined the issue as critical and decided to start a recall preparation.

On 24th of April CCMT decided to launch the recall on all concerned vehicles worldwide.

Description of Remedy :

Description of Remedy Program : The corrective action is to inspect the rear toe link flange lock nut on both sides to verify they are assembled correctly. If the lock nut is loose, install a new flange bolt and lock nut.

How Remedy Component Differs from Recalled Component : No defective component. This is a manufacturing error.

Identify How/When Recall Condition was Corrected in Production : Process improvements together with reinforced inspection on 4/1/19.

Recall Schedule :

Description of Recall Schedule : Target date for completion of owner notification mailings is 6/21/19.

Planned Dealer Notification Date : APR 25, 2019 - APR 25, 2019

Planned Owner Notification Date : JUN 21, 2019 - JUN 21, 2019

* NR - Not Reported