



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

**1200 New Jersey Avenue SE  
Washington, DC 20590**

June 16, 2025

25V392

Kalain Zorda  
Volvo Car USA, LLC  
270 Three Point Dr  
Ridgeville, SC 29472

**Subject:** Loss of Brake Function

Dear Kalain Zorda:

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/C40BEV/2023  
VOLVO/XC40BEV/2023  
VOLVO/XC40 BEV/2024  
VOLVO/EC40/2025  
VOLVO/S60PHEV/2023-2025  
VOLVO/V60PHEV/2024-2025  
VOLVO/XC60PHEV/2022-2026  
VOLVO/XC90PHEV/2020-2024, 2026  
VOLVO/S90 PHEV/2025  
VOLVO/XC90 PHEV/2025  
VOLVO/EX40/2025-2026

**Mfr's Report Date:** June 12, 2025

**NHTSA Campaign Number:** 25V392

**Components:**

SERVICE BRAKES, HYDRAULIC:POWER ASSIST:ELECTRIC:CONTROL MODULE:SOFTWARE  
SERVICE BRAKES

**Potential Number of Units Affected:** 11,469

**Problem Description:**

Volvo Car USA, LLC (Volvo Car) is recalling certain 2023 Volvo C40 BEV, 2025 EC40, 2023-2024 XC40 BEV, 2020-2026 XC90 PHEV, 2022-2026 XC60 PHEV, 2023-2025 S60 PHEV, 2024-2025 V60 PHEV, and 2025-2026 EX40 and 2025 S90 PHEV vehicles. In certain driving scenarios while coasting down a hill and using "B" mode or "One Pedal Drive," the vehicle may lose brake function.

**Consequence:**

A loss of brake function increases the risk of a crash.

**Remedy:**

Owners are advised not to use "B" Mode (for plug-in hybrid vehicles) or "One Pedal Drive" (for pure electric vehicles) until the repair has been completed. The brake module software will be updated over-the-air (OTA) or by a dealer, free of charge. Owner notification letters are expected to be mailed August 6, 2025. Owners may contact Volvo Car's customer service at 1-800-458-1552. Volvo Car's number for this recall is R10329.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

**Chronology Not Supplied**

As required by 49 CFR §573.6, amend the chronology to provide 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 number of deaths and/or injuries) with their dates of receipt. In the case of a noncompliance, provide the test results and other information used to determine the existence of the noncompliance, including the date of each test and observation that indicated that a noncompliance might or did exist. Submit this information through an amended Part 573 report through the recalls portal. If additional space is needed, please upload as a separate miscellaneous document.

**AMENDED 573 REQUIRED.**

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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Volvo Car USA, LLC's contact for this recall will be Debora Crews who may be reached by email at [DEBORA.CREWS@DOT.GOV](mailto:DEBORA.CREWS@DOT.GOV). We look forward to working with you.

Sincerely,

*Alex Ansley*

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