



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

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

October 02, 2025

25V654

Vincent D'Auria
Volvo Car USA, LLC
270 Three Point Drive
Ridgeville, SC 29485

Subject: Power Operated Tailgate May Drop Suddenly

Dear Vincent 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/EX90/2025

Mfr's Report Date: September 30, 2025

NHTSA Campaign Number: 25V654

Components:
STRUCTURE:BODY:HATCHBACK/LIFTGATE:SUPPORT DEVICE/STRUT

Potential Number of Units Affected: 1,119

Problem Description:
Volvo Car USA, LLC (Volvo) is recalling certain 2025 EX90 vehicles. A spindle nut may detach from the Power Operated Tailgate (POT) drive units, causing the tailgate to suddenly drop.

Consequence:
A tailgate that suddenly drops can hit a person, increasing the risk of injury.

Remedy:
Owners are advised not to use the POT function until the repair is completed. Dealers will replace both POT drive units. Owner notification letters are expected to be mailed November 18, 2025. Owners may contact Volvo's customer service at 1-800-458-1552. Volvo's number for this recall is R10342. Vehicle Identification Numbers (VINs) involved in this recall will be searchable on NHTSA.gov beginning October 7, 2025.



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.

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. We look forward to working with you.

Sincerely,

Alex Ansley

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