

Part 573 Safety Recall Report

25V-071

Manufacturer Name : Volvo Car USA, LLC**Submission Date :** FEB 07, 2025**NHTSA Recall No. :** 25V-071**Manufacturer Recall No. :** R10298**Manufacturer Information :**

Manufacturer Name : Volvo Car USA, LLC

Address : 1800 Volvo Place

Mahwah NJ 07430

Company phone : 201-768-7300

Population :

Number of potentially involved : 2,061

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2025-2025 Volvo EX90

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population is determined by all EX90's from the start of production until the introduction of new software in production on January 31st, 2025. Vehicles after January 31st, 2025, will have the corrective software. This recall pertains to certain MY2025 EX90 vehicles from start of production until January 31st, 2025, when new software was implemented.

Production Dates : APR 22, 2024 - JAN 31, 2025**VIN Range 1 :** Begin : 7JDE23KK0SG000646 End : 7JDEV3VLXSG007454 Not sequential**Description of Defect :**

Description of the Defect : There is a risk of temporary loss of low/high beam function in the headlamps. The headlamps could receive a signal to do a reference run during driving, causing the headlamp shutters to temporarily close over the low/high beams.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result, loss of headlight illumination will reduce nighttime visibility and increase the risk of a crash.

Description of the Cause : The Low Power Controller (LPC) sends a request for a reference run to the headlamps after a LPC reset, causing the headlamps to close the shutters.

Identification of Any Warning that can Occur : Temporary DIM message displayed for 2-3 seconds.

Involved Components :

Component Name 1 : LPC Controller Software

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Volvo Car Corporation

Address : Gunnar Engellaus Vag 8
Gothenburg Foreign States 41878

Country : Sweden

Chronology :

Considered as a critical concern by CCMT 2025-02-05; Field Service Action decision confirmed by Volvo Car Corporation 2025-02-07; Condition detected by Internal;
Number of vehicle reports with the condition, reported to Volvo Cars from the NSC 1;
Total number of cars included in vehicle reports concerning this condition 1; Implementation date of Field Service Action 2025-02-07.

Extended Chronology:

In November 2024 Volvo cars received the first report indicating a temporary loss of low/high beam function. An investigation was initiated to reproduce the issue, review the customer symptom and a possible root cause.

Beginning of January 2025, the investigation was escalated to the Critical Concern Action Process (CCAP). The issue was concluded as potentially critical and the Critical Concern Management Team (CCMT) initiated a technical investigation on January 15th, 2025, to further conclude customer symptom, risk assessment, testing, root cause etc.

On the February 5th the technical investigation was completed, the CCMT team took the decision to start preparation for a recall as it was judged as an increased risk towards motor vehicle safety.

Description of Remedy :

Description of Remedy Program : Beginning on February 11, 2025, at no cost to customers vehicles will receive an over-the-air software remedy. If customers choose not to accept the over-the-air update they can visit their local Volvo Retailer to have the software performed at no cost.

If an out-of-pocket expense has been paid for prior to this repair being performed, prior to receiving this letter, customers may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please refer to Volvo Customer Care Center by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact Volvo by going to <https://volvo.custhelp/app/homeV3>.

How Remedy Component Differs from Recalled Component : The remedy component will have new and improved software introduced on January 31st, 2025. The LPC does not send a request for a reference run to the headlamps after a LPC reset.

Identify How/When Recall Condition was Corrected in Production : New software was corrected in production January 31st, 2025. The LPC does not send a request for a reference run to the headlamps after a LPC reset.

Recall Schedule :

Description of Recall Schedule : Remedy Notices

Planned Dealer Notification Date : FEB 07, 2025 - FEB 07, 2025

Planned Owner Notification Date : APR 03, 2025 - APR 03, 2025

* NR - Not Reported