



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 25V654

**Manufacturer Name:** Volvo Car USA, LLC

**Submission Date:** Sep 30, 2025

**NHTSA Recall No.:** 25V654

**Manufacturer Recall No.:** R10342

### Manufacturer Information

### Population

**Manufacturer Name:** Volvo Car USA, LLC

**Address:** 1800 Volvo Place  
Mahwah NJ, 07430

**Total number of potentially involved:** 1,119

**Estimated percentage with defect:** 6%

### Vehicle Information

**Vehicle 1:** 2025-2025 VOLVO EX90

**Product Category:** Light Vehicles

**Product Type:** Passenger Car

**Fuel / Propulsion:** Electric Battery Power

**Production Dates:** Apr 22, 2024 - Feb 17, 2025

**Number of potentially involved:** 1,119

#### Descriptive Information:

The vehicles involved in the field service action are certain model year 2025 Volvo EX90 vehicles. The recall population start point is determined by the first faulty batch of Power Operated Tailgate (POT) drive units that was delivered by the supplier on 1-03-24 and the first car produced at the Charleston Plant: 01-24-2024. The recall population endpoint is determined by the permanent corrective action at the supplier on 07-22-2024 and the last car produced at Charleston Plant: 08-12-2024. EX90 vehicles produced after 08-12-2024 do not have the potentially bad batch of Power Operated Tailgate drive units installed as this was corrected by the supplier.

### Defect / Noncompliance Description

#### Description of the defect or noncompliance:

The spindle nut may detach from the aluminum tube while operating the tailgate due to insufficient crimping between parts.

**FMVSS1:**

**FMVSS2:**

**Description of the safety risk, including crash, fire, death, injury:**

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If the Power Operated Tailgate (POT) drive unit separates, the spindle can release unexpectedly potentially harming the customer and in addition the tailgate may drop suddenly without warning. To minimize the safety risk, Volvo is advising customers not to use the Power-Operated Tailgate function until the recall remedy has been performed.

## Description of the cause:

The root cause of the issue was due to mishandling parts at the supplier. Not OK parts were sorted with OK parts.

## Identification of any warning that can occur:

The customer may experience an unusual noise from the drive unit before separation occurs. In addition, the customer may see a bent/misshaped drive unit. In a worst- case scenario, the spring inside the spindle could get released and potentially harm the customer.

## Component Manufacturer

### Tier of Supplier:

### Supplier Type:

**Name:** Edscha Automotive Michigan

**Address:** 2800 Superior Court  
Auburn Hills MI, 48326

**Country:** United States

## Involved Components

**Component Name 1:** Drive Unit(s)

**Component Description:** Operating, Tailgate

**Component Part Number:** 32296775

## Chronology

- |  |            |
|--|------------|
| A. Considered as a critical concern by CCMT*                           | 2025-09-24 |
| B. Field Service Action decision confirmed by Volvo Car Corporation    | 2025-10-01 |
| C. Condition detected by? (Market VR**, internal, inspection, testing) | 2025-03-24 |
| D. Number of VR with the condition, reported to Volvo Cars from NSC? 1 |            |
| E. Total number of cars included in VRs concerning the condition?      | 1          |

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F. Implementation date of Field Service Action

2025-10-02

*\*Critical Concern Management Team, \*\* vehicle reports*

## Extended Chronology:

2025-03-24 Volvo cars central received a vehicle report indicating the separation of the POT spindle. In April, a second incident occurred (internal test vehicle). An investigation was initiated to review the customer symptom and a possible root cause.

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 to conclude customer symptom, risk assessment, testing and root cause.

On the 2025-09-24 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.

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Replace

**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside

### Description of remedy program:

To remedy affected vehicles, Volvo cars will replace both Power Operated Tailgate (POT) drive units.

### How remedy component differs from recalled component:

The remedy component will have the correct crimping in the Power Operated Tailgate drive unit.

### Identify how/when recall condition was corrected in production:

The supplier instituted a robot to place the rejected part into a locked box, so bad supply does not get mixed in with good supply.

## Reimbursement Plan

### Description of reimbursement program:

If the customer had previously paid for this repair to be performed, prior to receiving the customer notification letter, the customer may be eligible to receive reimbursement for the cost of obtaining a pre-

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notification remedy of the problem associated with this recall. For more information, please refer to Volvo Customer Support and reference recall action R10324.

**Period of reimbursement:**

**Costs to be reimbursed:**

**Address for reimbursement claims:**

## Recall Schedule

**Description of recall schedule:**

Remedy Notices

**Planned Dealer Notification Date:** Sep 30, 2025 - Sep 30, 2025

☐ No Dealers

**Planned Interim Owner Notification Date:**

☐ No Owners

**Planned Remedy Owner Notification Date:** Nov 18, 2025 - Nov 18, 2025

☐ Phased Recall

**Date when VIN will be searchable:** Oct 07, 2025