



Volvo Car USA LLC

Announcement Title

Recall R10307: Poor PUR Adhesion, Model Year 2025 S90

Issuer (Name, Dept.)

Quality, Product, Safety & Compliance

Issue Date

2/19/25

Version No. 3

Last Revision Date 3/19/25

Audience (Retailer Job Role)

All U.S. Volvo Retailers

Page

Page 1 of 3

Dear Volvo Retailer Partner

Volvo Cars USA LLC on behalf of the Volvo Car Corporation has decided to launch Recall R10307: Poor PUR Adhesion on certain model year 2025 S90 vehicles.

Volvo Car Investigations has determined that the front windscreen, rear windscreen and the left and right rear quarter glass have poor adhesion to the body.

As a result, in the event of a crash, the passenger airbag may not have sufficient support from the front windscreen, and other PUR bonded windows may detach which may injure vulnerable road users.

To remedy concerned vehicles, Volvo Cars will the remove the glue from the car body and glass, clean and prime the surfaces and reuse the glass, with new PUR adhesive according to VIDA.

NOTE: Be sure that all adhesive bead is removed! The body surface must be cleaned and primed before the glass is reattached with new PUR adhesive. **If using an outside glass company, they MUST follow Volvo's repair procedure and use Volvo's parts list for this recall!**

Volvo Cars centrally has not received any reports alleging injuries, fatalities, or crashes related to this condition.

A total of 15 U.S. vehicles are affected by this recall.

MY 2025 S90L

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



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Quality, Product, Safety & Compliance	2/19/25	3	3/19/25
Audience (Retailer Job Role)			Page
All U.S. Volvo Retailers			Page 2 of 3

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NEW VEHICLES IN RETAILER INVENTORY

It is a violation of Federal law for a retailer to deliver any new Volvo that is eligible for a recall. Retailers are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$26,615.00 per violation. Correct all vehicles in your new vehicle inventory before delivery.

COURTESY VEHICLES IN RETAILER INVENTORY

Volvo requests that retailers remove all courtesy vehicles from service that are affected by a Safety Recall unless the remedy has been performed.

USED VEHICLES IN RETAILER INVENTORY

Volvo Car USA is ordering the stop-delivery of affected vehicles in auction and retailer inventory until the recalled item can be repaired.

Stopping the delivery of affected used vehicles until the recall is complete is consistent with Volvo’s commitment to safety. Additionally, while Federal law does not prohibit the sale of used vehicles with open recalls, the sale of such cars could violate certain state laws and create liability on behalf of the retailer.

What does this mean for customers?

We encourage customers to contact their authorized Volvo retailer and have this recall repair completed as soon as possible, free of charge. Customer notification mailers will be deployed by April 15, 2025.

Vehicle eligibility must be confirmed:

- **Vehicle eligibility can be confirmed in TIE using the “Vehicle Info” tab and entering the VIN. Please use the “Claim Type” button to see if R10307 is available and use the performed column to see if the vehicle is eligible.**
- **Recall R10307 eligible vehicles not yet delivered to customers must be corrected prior to delivery.**



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Page

Page 3 of 3

All vehicles must be checked for any incomplete recalls, service campaigns or service actions. All open recalls, service campaigns or service action repairs must be completed. If you have any questions concerning this recall or your retailer's affected vehicles, please send an e-mail with your retailer code to recall@volvocars.com.

Owner Notification

An owner notification will be deployed by April 15, 2025, that will notify owners of this recall instructing them to contact their Volvo Retailer and request an appointment to have this repair completed.

Port Vehicles

It is the retailer's responsibility to check vehicle eligibility prior to delivery.

Parts / Parts Return

Please refer to the parts Bulletin once available.

Claim Submission

Claim submission instructions will be made available in the R10307 Quality Bulletin once available.

Retailer Responsibilities

Retailers must perform this recall campaign on affected vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner.

As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

Your Cooperation in completing this important recall is greatly appreciated.

Sincerely

VCUSA Product, Safety, and Compliance
