



Announcement Title

Recall R10312: SPA1 PHEV Cell Modules, MY 2020-2022 Plug-In Hybrid S60, S90, V60, V90, XC60, XC90

Issuer (Name, Dept.)

Quality, Product, Safety & Compliance

Issue Date

3/20/25

Version No.

2

Last Revision Date

3/27/25

Audience (Retailer Job Role)

All U.S. and Canadian Volvo Retailers

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Dear Volvo Retailer Partner

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Recall R10312: SPA1 PHEV Cell Modules on certain model year 2020 – 2022 Plug-In Hybrid S60, S90, V60, V90, XC60 and XC90 vehicles.

Volvo Car Investigations have determined that there is a risk of an internal short circuit within the high voltage battery cell module(s) when the battery is fully charged and parked.

As a result, a short in the high voltage battery can increase the risk of a fire.

To remedy affected vehicles, Volvo Cars will inspect vehicles with a retailer based analytical method that will identify cell deviations within the battery module(s). If no evidence of a potential risk is found, vehicles will receive a software upgrade to monitor the battery module. If a potential problem is found, the high-voltage battery module(s) will be replaced free of charge in addition to the installation of the diagnostic software mentioned above.

NOTE: The Quality Bulletin with repair instructions will be released at a later date.

Volvo Cars centrally has not received any reports of incidents occurring while driving or any reports alleging injuries, fatalities, or crashes related to this condition.

A total of 7,483 U.S. and 585 Canadian vehicles are affected by this recall.

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.

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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?

Owners are advised not to charge their vehicles until the recall remedy has been completed. We encourage customers to contact their authorized Volvo retailer and have this recall repair completed as soon as possible, free of charge.

Vehicle eligibility must be confirmed:

- **Vehicle eligibility can be confirmed in TIE using the "Vehicle Info" tab and entering the VIN. Please use "Claim Type" button to see if R10312 is available and use the performed column to see if the vehicle is eligible.**
- **Recall R10312 eligible vehicles not yet delivered to customers must be corrected prior to delivery.**

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 sent out on or about May 14th, 2025, that will notify the owner 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.



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Parts / Parts Return

Please refer to the parts Bulletin once available. For parts return regarding PHEV Battery Modules please refer to SMB 31-002B (Canada) and 31-001B (United States).

Claim Submission

Claim submission instructions will be made available in the R10312 Quality Bulletin once available.

Retailer Responsibilities

Retailers must perform this recall campaign on eligible 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