

Announcement Title Recall R10320: WAM upgrade, MY 2021-2025 S60, V60, V60CC, S90, V90, V90CC, XC60, XC90, XC40, EX40, C40 and EC40 vehicles			
Issuer (First and last Name, Department) Quality, Product, Safety & Compliance	Issue Date 2025-04-30	Version No. 1	Last Revision Date N/A
Audience (Retailer Job Role) All U.S. and Canadian Volvo Retailers		Security Class Proprietary	

Dear Retailer Partner,

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Recall R10320: WAM upgrade on model year 2021 – 2025 S60, V60, V60CC, S90, V90, V90CC, XC60, XC90, XC40, EX40, C40 and EC40 vehicles.

Volvo Car Investigations have determined that the rear-view camera image may not show during the start of each backing event (Camera Temporarily Not Available).

As a result, limited access to the rear-view camera increases the risk of a crash.

To remedy affected vehicles, Volvo Cars will perform a software upgrade.

IMPORTANT NOTE: The corrective software is currently available in VIDa. Please check the current software version in Settings>System>Software update. If the vehicle has **3.4.5 or older**, your vehicle is affected by this recall and must be updated. The corrective software version is 3.5.14.

Please Note: Below are the required part numbers

Part No	Qty	Failing Part	Description
31676056	1	F	Total Upgrade XC40/EC40
31472405	1	F	Total Upgrade S90L
31493704	1	F	Total Upgrade S60/V60/V60CC
31654144	1	F	Total Upgrade S90, V90, V90CC
31483292	1	F	Total Upgrade XC90, XC60

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

A total of 413,151 U.S. and 40,673 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.

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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 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.

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 R10320 is available and use the performed column to see if the vehicle is eligible.**
- **Recall R10320 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 June 24th, 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.

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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 R10320 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