

Announcement Title			
Recall R10329: BCM2 Software, Model Year 2020-2026 PHEV and BEV S60, V60, S90, XC60, XC90, XC40, EX40, EC40 and C40 vehicles			
Issuer (First and last Name, Department)	Issue Date	Version No.	Last Revision Date
Quality, Product, Safety & Compliance	2025-06-12	1	N/A
Audience (Retailer Job Role)		Security Class	
All U.S. and Canadian Volvo Retailers		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 R10329: BCM2 Software on certain model year 2025-2026 PHEV and BEV S60, V60, S90, XC60, XC90, EC40 and EX40 vehicles.

**AND**

On certain model year 2020-2024 PHEV and BEV S60, V60, XC60, XC90, XC40 and C40 vehicles that have received a replacement BCM2 module over their lifetime.

Volvo Car Investigations have determined that a temporary loss of brake functionality may occur while in “B” drive mode on PHEV vehicles and “One Pedal Drive” mode on BEV vehicles after an extended coast down period. Affected customers may experience a temporary loss of braking.

As a result, loss of brake functionality will increase the risk of a crash.

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

**IMPORTANT NOTE:** The corrective software will be available at a later date and will be communicated with an updated Quality Bulletin. Affected vehicles must not be delivered until the recall software has been performed.

A total of 11,469 U.S. and 1,986 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 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 recall can be performed.

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 once the software is available, free of charge. **We are advising customers not to drive their vehicles in “B” drive mode for PHEV vehicles and “One Pedal Drive” mode for BEV vehicles.**

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 R10329 is available and use the performed column to see if the vehicle is eligible.**
- **Recall R10329 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](mailto:recall@volvocars.com).

**Owner Notification**

An owner notification letter will be sent out on or about August 6<sup>th</sup>, 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.

**Parts / Parts Return**

Please refer to the parts Bulletin once available.

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**Claim Submission**

Claim submission instructions will be made available in the R10329 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