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| Announcement Title | | | |
| Recall R10340: Seatbelt Torsion Bar, Model Year 2026 V60CC, V90CC, XC60 and XC90 vehicles | | | |
| Issuer (First and last Name, Department) | Issue Date | Version No. | Last Revision Date |
| Quality, Product, Safety & Compliance | 2025-09-10 | 3 | 2025-09-18 |
| Audience (Retailer Job Role) | | Security Class | |
| All U.S. and Canadian Volvo Retailers | | Proprietary | |

Dear Retailer Partner,

Volvo Cars USA LLC on behalf of the Volvo Car Corporation has decided to launch Recall R10340: Seatbelt Torsion Bar on certain model year 2026 V60CC, V90CC, XC60 and XC90 vehicles.

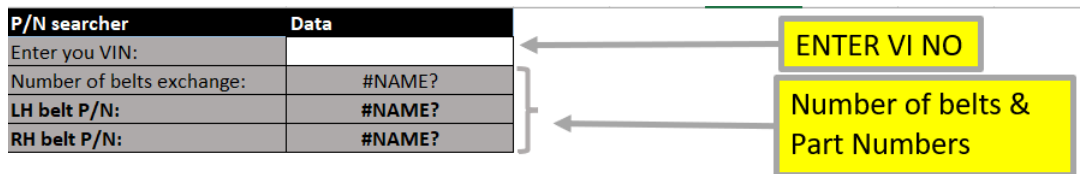
Volvo Car Investigations have determined that the seatbelt torsion bar may have been damaged at the supplier.

As a result, the seatbelt torsion bar may fail causing an uncontrolled spool out of the belt increasing the risk of an injury during a crash.

To remedy affected vehicles, Volvo Cars will replace the affected belt(s).

IMPORTANT NOTE:

To determine which seat belt(s) needs to be replaced by VIN, please refer to the VIN lookup tool in TIE and the Retailer Portal. See Below:



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

A total of 1,357 U.S. and 390 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

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 create liability on behalf of the retailer.

What does this mean for customers?

Volvo expects spare parts to become available early October. Vehicles will need to be profiled in the VIN lookup tool (located in TIE/Portal) to determine what belt(s) are needed. Some vehicles will need one (front driver or front passenger) or both (front driver and front passenger). If a customer calls / inquires about a rental/loaner please refer to goodwill policy, “602 - Rental and Towing Assistance”.

Vehicle eligibility must be confirmed with the attached VIN list and will be available in TIE:

- **Vehicle eligibility can be confirmed in TIE using the “Vehicle Info” tab and entering the VIN. Please use “Claim Type” button to see if R10340 is available and use the performed column to see if the vehicle is eligible.**
- **Recall R10340 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 letter will be sent out as soon as possible that will notify the owner of this recall instructing them to contact their Volvo Retailer and request an appointment to have this repair completed. Retailers will be notified when owner notification begins.

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. Parts are currently blocked due to lack of availability. At this time, no orders will be fulfilled. Once sufficient stock has arrived (early-October), parts will be allocated accordingly.

Claim Submission

Claim submission instructions will be made available in the R10340 Quality Bulletin once available.

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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 upmost 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