

Announcement Title			
Recall R10342 – Power Operated Tailgate (POT) Drive Unit Separation, Certain Model Year 2025 EX90 vehicles			
Issuer (First and last Name, Department)	Issue Date	Version No.	Last Revision Date
Quality, Product, Safety & Compliance	2025-09-30	1	
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 R10342 – Power Operated Tailgate (POT) Drive Unit separation on certain model year 2025 EX90 vehicles.

Volvo Car investigations have identified that the spindle nut on the POT drive units may detach from the aluminium tube while operating the tailgate due to insufficient crimping between parts.

If the Power Operated Tailgate (POT) drive unit separates, the spindle can release unexpectedly, posing a potential safety hazard to the customer. Additionally, the tailgate could drop suddenly without warning, increasing the risk of injury.

To mitigate this safety risk, Volvo advises customers not to use the Power Operated Tailgate function.

To remedy affected vehicles, Volvo Cars will replace both POT Drive Units.

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

A total of 1,119 U.S. and 118 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.

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.

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What does this mean for customers?

Customers will not be able to take delivery of an affected VIN until the recall remedy has been performed. Volvo expects parts to become available the week of October 20th, 2025.

To minimize the safety risk, Volvo will be advising customers to not use the Power-Operated Tailgate function until the remedy is performed.

If a customer calls / inquiries 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 visible in TIE on Friday October 3rd, 2025:

- **Vehicle eligibility can be confirmed in TIE using the “Vehicle Info” tab and entering the VIN. Please use “Claim Type” button to see if R10342 is available and use the performed column to see if the vehicle is eligible.**
- **Recall R10342 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

Once parts become available, a notification letter will be promptly sent to affected owners, advising them of the recall and instructing them to contact their Volvo Retailer to schedule a repair appointment.

Retailers will be informed when the owner notification process 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. Volvo expects parts to become available during the week of October 20th, 2025.

Claim Submission

Claim submission instructions will be made available in the R10342 Quality Bulletin once available.

Retailer Responsibilities

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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

DRAFT