

Announcement Title

Recall R10333 – IHU Software (SW) upgrade (supersedes WAM recall R10320)

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|--|------------|----------------|--------------------|
| Issuer (First and last Name, Department) | Issue Date | Version No. | Last Revision Date |
| Quality, Product, Safety & Compliance | 2025-12-23 | 4 | 2026-02-16 |
| 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 R10333 – IHU Software (SW) upgrade on certain Volvo models:

| Model Years | Models Included |
|-------------|----------------------------------|
| 2021-2022 | XC40 BEV |
| 2022-2025 | XC40, XC60, C40, V90, V90CC, S90 |
| 2023-2025 | S60, V60, V60CC, XC90 |
| 2025.5 | XC90 |

A total of 413,151 U.S. and 40,673 Canadian vehicles are affected by this recall.

Volvo has identified that the rear-view camera display may have visualization issues during a backing event. As a result, failure to display the rearview image will reduce the driver’s visibility, increasing the risk of a crash. To address the affected vehicles, Volvo has released a final software solution in VIDA as of February 16, 2026. This will be followed by a phased over-the-air update (OTA):

| Model Years | OTA Availability |
|-------------|---|
| 2025-2025.5 | Beginning March 9, 2026 |
| 2024-2023 | Beginning March 16, 2026 and March 23, 2026 |
| 2022-2021 | Beginning March 30, 2026 |

Supersession of recall R10320:

Recall R10333 supersedes WAM Recall R10320. WAM Recall R10320 closed as of January 22, 2026, and all claims after this repair date cannot be processed.

New vehicles in retailer inventory:

It is a violation of Federal law for a retailer to sell or deliver any new Volvo that is eligible for a recall. Violation of this requirement by a retailer could result in a civil penalty. Retailers should review all vehicles in their inventory to determine recall eligibility and ensure prompt repairs. All affected vehicles in new inventory must be corrected prior to sale or delivery.

Used vehicles in retailer inventory:

As a reminder, while current federal law does not prohibit the sale or delivery of used vehicles with open recalls, retailers should consult with their own legal and compliance advisors on whether or not to sell such vehicles. Retailers should understand and comply with any applicable local or state regulations that may apply and ensure they meet any applicable disclosure requirements. Volvo Certified Pre-Owned

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(CPO), please reference the Recall Policy Announcement letter sent February 1, 2026 for additional information regarding the sale of Volvo CPO vehicles.

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.

What does this mean for customers:

In the event that a customer comes in before the R10333 OTA software is available, update by VIDA to software level 5.0.5 or later.

If the customer contacts the retailer for remedy of the recall, we strongly recommend you direct the customer to update by OTA according to the phased release plan noted above.

Vehicle eligibility must be confirmed:

- TIE – In the “claim types” tab once a vehicle is profiled.
- VIDA – Profile the vehicle and confirm R10333 is included under mandatory claim types.
- Navigate to planning & diagnostics / claim types to see mandatory claim types.

All vehicles must be checked for any incomplete Recalls, Service Campaigns or Service Actions. All open Recall, Service Campaigns or Service Action repairs must be completed.

Owner notification:

An owner’s notification letter will be sent out in a similar phased approach to the OTA release beginning February 19, 2026.

Claim submission:

A Quality Bulletin will be released in TIE. Please refer to the claim submission information in the Quality Bulletin. Claim types will be visible in QW90 beginning February 17, 2026 and claims can begin being submitted as of that date.

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.

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Your cooperation in completing this important recall is greatly appreciated.

Sincerely,

VCUSA Product, Safety, and Compliance