

Announcement Title			
Recall R10333 – IHU Software (SW) upgrade, Volvo S60, V60, V60CC, S90, V90, V90CC, S90L, XC60, XC90, XC-EX40, C-EC40 MY 2021-2025.			
Issuer (First and last Name, Department)	Issue Date	Version No.	Last Revision Date
Quality, Product, Safety & Compliance	2025-12-23	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 R10333 – IHU Software (SW) upgrade on certain Volvo S60, V60, V60CC, S90, V90, V90CC, S90L, XC60, XC90, XC-EX40, C-EC40 MY 2021-2025.

**NEW VEHICLES IN RETAILER INVENTORY**

**It is against Volvo policy 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. All vehicles in your new vehicle inventory must be corrected/updated before delivery.**

**What does this mean for customers?**

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

**When will this be resolved?**

Volvo Cars USA LLC on behalf of the Volvo Car Corporation, have decided to launch Recall R10333 on certain model year 2021-2025 S60, V60, V60CC, S90, V90, V90CC, S90L, XC60, XC90, XC-EX40, C-EC40. 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 remedy affected vehicles, Volvo is anticipating a final software solution release at the end of the first quarter / beginning of the second quarter of 2026.

**Important Note:** The Quality Bulletin will be released at a later date once the service solution is available.

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

**Vehicle eligibility must be confirmed:**

- TIE – Under 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.

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**OWNER NOTIFICATION**

An owner’s notification letter will be sent out in February 2026 that will notify the owner of this recall instructing them that the parts required to remedy this condition is currently not available and that a second notification will be mailed once the service solution is available.

**PORT VEHICLES**

**NOT** all eligible vehicles arriving from the ports will have this recall completed. Vehicle eligibility must be confirmed.

**PARTS / PARTS RETURN**

Software only, no parts are required to be returned for this recall.

**CLAIM SUBMISSION**

A Quality Bulletin will be released shortly. Please refer to the claim submission information in the Quality Bulletin.

**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