



SAFETY RECALL NOTICE

VOLVO CAR USA LLC
PO Box 3757, Highland Park, MI 48203-9984

PRESORT
FIRST-CLASS
U.S. POSTAGE
PAID
VOLVO CAR



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7JRH999999999999 R1032920250703 532274-01-SP_1

Volvo A. Owner
13245 Main St.
Any City, US 12345-6789



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
with Federal Law



NHTSA RECALL 25V-392

July 15, 2025

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: 7JRH999999999999

Dear Volvo Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Car USA LLC, on behalf of Volvo Car Group, has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2020-2026 S60, V60, S90, XC60, XC90, XC40, EX40, C40 and EC40 plug-in hybrid (PHEV) and battery electric vehicles (BEV).


The reason for Recall R10329:

While coasting for an extended period of time, Volvo Cars investigations have determined that under certain conditions a software problem could cause a loss of brakes while driving in “B” mode for plug-in hybrids and “One Pedal Drive” mode for battery electric vehicles.

As a result, loss of braking functionality increases the risk of a crash.

To reduce the safety risk, Volvo advises not to drive your vehicle in “B” mode or “One Pedal Drive” mode until the recall remedy has been performed.



Plug-in hybrid vehicles	Pure battery electric vehicles
<p data-bbox="256 157 721 184">Don't use "B" mode via the gear-lever.</p> 	<p data-bbox="834 157 1365 226">How to know if One Pedal Drive mode is activated:</p> <ol data-bbox="834 233 1393 310" style="list-style-type: none"> <li data-bbox="834 233 1393 268">1. Press ⚙️ (settings) in the center display. <li data-bbox="834 275 1081 310">2. Select Driving. <p data-bbox="834 317 1373 386">Deactivate the mode for One Pedal Drive. Choose the off position.</p>

Recall action R10329:

The corrective action is to perform a Total Software Upgrade, **free of charge**.

The release of this software is currently available via over-the-air (OTA). **We are strongly encouraging customers to accept the OTA download as soon as possible.** You can check your vehicle's current software version by following the steps below:

1. Tap on the "setting gear" in the bottom right corner on the center display.
2. Tap on "system".
3. Tap on "software update".
4. Verify that your software version is **3.6.4 or later**. If yes, no further action is required, you have the latest software in your vehicle and the recall has been satisfied.

If you choose not to accept the OTA update or if you are unable to update your vehicle via OTA, you can still have this software upgrade performed at your authorized Volvo retailer at **no cost**. Please contact your authorized Volvo retailer to schedule an appointment for the recall repair to be completed. This procedure can take up to one hour to complete, however due to service scheduling your Volvo retailer may require your vehicle for a longer period. **We ask that you do not drive your vehicle in "B" mode or "One Pedal Drive" mode until the recall remedy has been performed.**

If you had previously paid for this repair to be performed, prior to receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy for the problem associated with this recall. For more information, please refer to Volvo Customer Care Center contact information in this letter.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us the updated owner information. Please refer to our contact information in this letter.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center:

1800 Volvo Place
Mahwah, NJ 07430

Or by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact us by going to <https://volvo.custhelp.com/app/homeV3>

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge, and within a reasonable period of time, you may contact the NHTSA Administrator at:

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.
Washington, DC 20590

Or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171). You may also go to their website, <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

To learn more about Volvo safety recalls, scan the QR Code below or visit us at:
<https://www.volvocars.com/us/v/own/recall>



Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause, and we are working to have this important Service completed as quickly as possible.

Sincerely,

A handwritten signature in blue ink, appearing to read "Vincent D'Auria".

Vincent D'Auria
Senior Manager Product, Safety and Compliance - Regulatory & Compliance
1-800-458-1552



