



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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YV9AC9HL9K9999999 R1032920251104 532572-01-EN_1

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



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
with Federal Law



NHTSA RECALL 25V654

November 12, 2025

IMPORTANT SAFETY RECALL ADVISORY

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV9AC9HL9K9999999

Dear Volvo Owner,

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

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.

The reason for Recall R10342:

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 could 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 at all until recall is completed.

What should you do now?

The corrective action is to replace both POT drive units, at no cost to you.

Please contact your authorized Volvo dealer for an appointment. This procedure will be completed at no cost and can take up to one hour and a half to complete, however due to service scheduling your Volvo retailer may require your vehicle for a longer period.

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 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 <http://volvocars.us/support>.

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 1-800-327-4236 (TTY: 1-800-424-9153). 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/own/additional-choices/recall-information>



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". The signature is written in a cursive style and is positioned above the printed name and title.

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

Volvo Car USA, LLC
1800 Volvo Place
Mahwah, NJ 07430
volvocars.us