

# V O L V O

## Volvo Car USA LLC

## Quality Bulletin

Bulletin Title Recall R10307: Poor PUR Adhesion, Model Year 2025 S90		Group 84	NO R10307
Issuer (Dept.) Product, Safety and Compliance	Car Market United States	Issue Date 3/5/25	Status Date 3/19/25
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### **A. RECALL R10307 DESCRIPTION**

Volvo Cars USA LLC on behalf of the Volvo Car Corporation has decided to launch Recall R10307: Poor PUR Adhesion on certain model year 2025 S90 vehicles.

Volvo Car Investigations has determined that the front windscreen, rear windscreen and the left and right rear quarter glass have poor adhesion to the body.

As a result, in the event of a crash, the passenger airbag may not have sufficient support from the front windscreen, and other PUR bonded windows may detach which may injure vulnerable road users.

To remedy concerned vehicles, Volvo Cars will the remove the glue from the car body and glass, clean and prime the surfaces and reuse the glass, with new PUR adhesive according to VIDA.

**NOTE:** : Be sure that all adhesive bead is removed! The body surface must be cleaned and primed before the glass is reattached with new PUR adhesive. If using an outside glass company, they MUST follow Volvo's repair procedure and use Volvo's parts list for this recall!

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

A total of 15 U.S. vehicles are affected by this recall.

### **WHAT SHOULD YOUR CUSTOMERS DO NOW?**

We encourage customers to contact their authorized Volvo retailer and have this recall repair completed as soon as possible, free of charge. Customer notification mailers will be deployed by April 15, 2025.

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### B. VEHICLES INVOLVED

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL. VEHICLES IN RETAILER INVENTORY MUST BE REPAIRED PRIOR TO SALE.**

Vehicle eligibility must be confirmed in TIE:

- **Vehicle eligibility can be confirmed in TIE using the “Vehicle Info” tab and entering the VIN. Please use the “Claim Type” button to see if R10307 is available and use the performed column to see if the vehicle is eligible.**

All vehicles must be checked for any incomplete recalls, service actions or service campaigns. All open Recall, Service Campaign or Service Action repairs must be completed prior to customer delivery. **If you have any questions concerning this recall, send them to [recall@volvocars.com](mailto:recall@volvocars.com).**

### C. PORT VEHICLES

This action will be handled in the port, but it is the retailer’s responsibility to check vehicle eligibility.

### D. PARTS / PARTS RETURN

No parts are required to be returned for this recall.

### E. OWNER NOTIFICATION

An owner notification will be sent out by April 15th, 2025, that will notify the owner of this recall instructing them to contact their Volvo Retailer and request an appointment to have this repair completed.

### F. VEHICLES IN RETAILER INVENTORY

#### **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 vehicle. 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 Safety Recall unless the remedy has been performed.

### Used Vehicles in Retailer Inventory

VCUSA is ordering the stop-delivery of affected vehicles in VCUSA, auction and dealer inventory until the recalled item can be repaired. 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 violate certain state laws and create liability on behalf of the retailer.

### What does this mean for customers?

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

### G. RETAILER RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle at new car delivery and or at any service appointment.

### H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is G1.

### I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall R10307 claims should be submitted using the LONG FORM application only.

Labor times provided are current at the time of release and are subject to change. Claims will be paid at the time in effect on the repair date.

**Claim Type:** R10307  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97583-2  
**Failed Part:** 32132748 (Adhesive kit)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97583-2	Windows adjust acc. To QB	1	5.0
36050-2	Calibrating/Identifying with VIDA	1	0.2
97083	Sublet QB		

**\*\*To remedy concerned vehicles, Volvo Cars will the remove the glue from the car body and glass, clean and prime the surfaces and reuse the glass, with new PUR adhesive according to VIDA. GLASS SHOULD ONLY BE CLAIMED IF BROKEN DURING REMOVAL/ INSTALLATION!**

**\*\*If using an outside glass company, they MUST follow Volvo's repair procedure and use Volvo's parts list for this recall!**