

## Volvo Car USA LLC

## Quality Bulletin

Bulletin Title Recall R10320 WAM Upgrade, Model Year 2021-2025 S60, V60, V60CC, S90, V90, V90CC, XC60, XC90, XC40, EX40, C40 and EC40 vehicles		Group 38	NO R10320
Issuer (Dept.) Product, Safety and Compliance	Car Market United States and Canada	Issue Date 5/1/25	Status Date 5/1/25
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### A. RECALL R10320 DESCRIPTION

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Recall R10320: WAM Upgrade on model year 2021 – 2025 S60, V60, V60CC, S90, V90, V90CC, XC60, XC90, XC40, EX40, C40 and EC40 vehicles.

Volvo Car Investigations have determined that the rear-view camera image may not show during the start of each backing event (Camera Temporarily Not Available).

As a result, limited access to the rear-view camera increases the risk of a crash.

To remedy affected vehicles, Volvo Cars will perform a software upgrade.

**Important Note:** The corrective software is currently available in VIDA. Please check the current software version in Settings>System>Software update. If the vehicle has **3.4.5 or older**, your vehicle is affected by this recall and must be updated. The corrective software version is 3.5.14.

Volvo Cars centrally has not received any reports of incidents occurring while driving or any reports alleging injuries, fatalities, or crashes related to this condition.

A total of 413,151 U.S. and 40,673 Canadian 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.

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### B. VEHICLES INVOLVED

**NOTE: RETAILERS 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 “Claim Type” button to see if R10320 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

It is the retailer’s responsibility to check vehicle eligibility prior to delivery.

### D. PARTS / PARTS RETURN

Please refer to Parts Bulletin R10320 for parts information.

### E. OWNER NOTIFICATION

An owner’s notification will be sent out on or about June 24th, 2025, that will notify the owner of this recall instructing them to contact their authorized Volvo Retailer and request an appointment to have this recall repaired, free of charge.

### 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 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's competency requirement for this campaign repair is Quality/G0.

**I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE**

Recall R10320 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10320  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99942-2  
**Failed Part:** 31676056 (Total Upgrade XC40/EC40), 31472405 (Total Upgrade S90L), 31493704 (Total Upgrade S60/V60/V60CC), 31654144 (Total Upgrade S90, V90, V90CC), 31483292 (Total Upgrade XC90, XC60)

<b><u>Operation Number</u></b>	<b><u>Repair Description</u></b>	<b><u>Qty</u></b>	<b><u>Labor Time</u></b>
99942-2	Software update acc. To QB	1	0.3

**\*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.**