

V O L V O

Volvo Car USA LLC

Quality Bulletin

Bulletin Title		Group	NO
Recall R10329 BCM2 Software, Model Year 2020-2026 PHEV and BEV S60, V60, S90, XC60, XC90, XC40, EX40, EC40 and C40 vehicles		52	R10329
Issuer (Dept.)	Car Market	Issue Date	Status Date
Product, Safety and Compliance	United States and Canada	6/16/25	6/16/25
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A. RECALL R10329 DESCRIPTION

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Recall R10329: BCM2 Software on certain model year 2025-2026 PHEV and BEV S60, V60, S90, XC60, XC90, EC40 and EX40 vehicles.

AND

On certain model year 2020-2024 PHEV and BEV S60, V60, XC60, XC90, XC40 and C40 vehicles that have had a replacement BCM2 module over their lifetime. These vehicles will be marked accordingly.

Volvo Car Investigations have determined that a loss of brake functionality may occur while in "B" drive mode on PHEV vehicles and "One Pedal Drive" mode on BEV vehicles after an extended coast down period. Affected customers may experience loss of braking.

As a result, loss of brake functionality will increase the risk of a crash.

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

Important Note: The corrective software is now available in 3.6.4 in VIDA. PHEV and BEV retailed vehicles affected by R10329 will begin to receive this update via over-the-air (OTA) later this week and may have already received the latest software update. Please check the current software version in [Settings>System>Software update](#). If the vehicle has 3.6.4 or later, then this action has been satisfied and should not be performed. Vehicles will be manually marked if performed via OTA within 2 weeks.

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Volvo Cars centrally has received three reports of related accidents, with no injuries.

A total of 11,469 U.S. and 1,986 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. **We are advising customers not to driver their vehicles in “B” drive mode for PHEV vehicles and “One Pedal Drive” mode for BEV vehicles.**

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 R10329 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.**

C. PORT VEHICLES

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

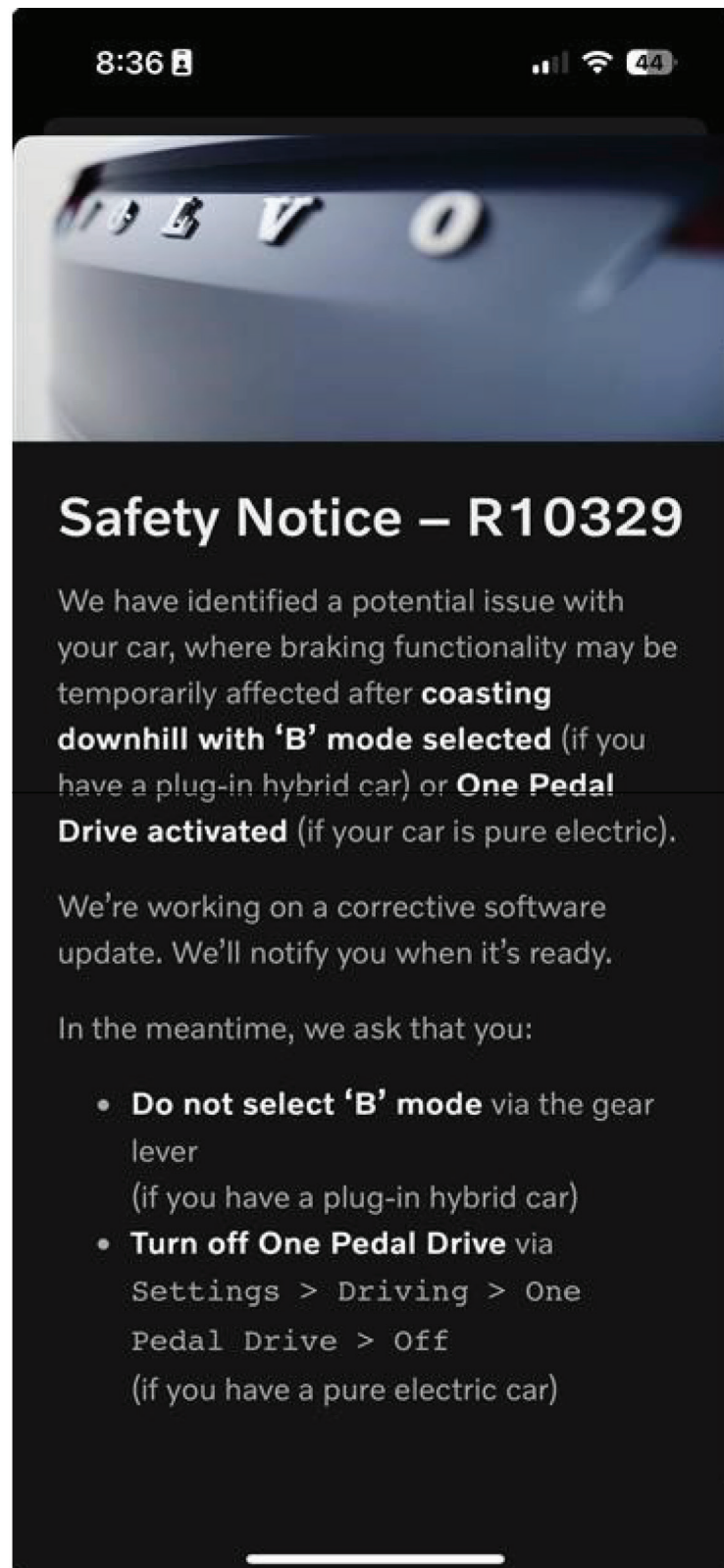
D. PARTS / PARTS RETURN

Please refer to Parts Bulletin R10329 for parts information.

E. OWNER NOTIFICATION

An owner’s notification letter will be sent out on or about August 6th, 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.

Volvo will also be pushing a notification through the Volvo Cars App advising customers not to drive their vehicles in “B” drive mode for PHEV vehicles and “One Pedal Drive” mode for BEV vehicles.



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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 R10329 claims should be submitted using the LONG FORM application only.

Claim Type: R10329
Cause Code: 02
CSC Code: XW
Main OP: 99942-2
Failed Part: 31676056 (Total Upgrade XC40/EX40/EC40), 31472405 (Total Upgrade S90L), 31493704 (Total Upgrade S60/V60/V60CC), 31654144 (Total Upgrade S90/V90/V90CC), 31483292 (Total Upgrade XC90/XC60)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
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.**