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| Bulletin Title Recall R10340 Seatbelt Torsion Bar, Model Year 2026 V60CC, V90CC, XC60 and XC90 vehicles | | Group 88 | NO R10340 |
| Issuer (Dept.) Product, Safety and Compliance | Car Market United States and Canada | Issue Date 9/18/25 | Status Date 9/18/25 |
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A. RECALL R10340 DESCRIPTION

Volvo Cars USA LLC on behalf of the Volvo Car Corporation has decided to launch Recall R10340: Seatbelt Torsion Bar on certain model year 2026 V60CC, V90CC, XC60 and XC90 vehicles.

Volvo Car Investigations have determined that the seatbelt torsion bar may have been damaged at the supplier.

As a result, the seatbelt torsion bar may fail causing an uncontrolled spool out of the belt increasing the risk of an injury during a crash.

To remedy affected vehicles, Volvo Cars will replace the affected belt(s).

IMPORTANT NOTE:

To determine which seat belt(s) needs to be replaced by VIN, please refer to the VIN lookup tool in TIE and the Retailer Portal. See Below:

| P/N searcher | Data |
|---------------------------|--------|
| Enter you VIN: | |
| Number of belts exchange: | #NAME? |
| LH belt P/N: | #NAME? |
| RH belt P/N: | #NAME? |

ENTER VI NO

Number of belts & Part Numbers

A total of 1,357 U.S. and 390 Canadian vehicles are affected by this recall.

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

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WHAT SHOULD YOUR CUSTOMERS DO NOW?

Volvo expects spare parts to become available early October. Vehicles will need to be profiled in the VIN lookup tool (located in TIE/Portal) to determine what belt(s) are needed. Some vehicles will need one (front driver or front passenger) or both (front driver and front passenger). If a customer calls / inquires about a rental/loaner please refer to goodwill policy, "602 - Rental and Towing Assistance".

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 R10340 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

Parts are currently blocked due to lack of availability. At this time, no orders will be fulfilled. Once sufficient stock has arrived, parts will be allocated accordingly.

For Parts Department Use only:

Please review your spare parts inventory. If any of the part numbers listed below, along with their corresponding serial numbers, are currently in stock, they **must not be used**. These items should be returned to TMA following the standard TMA return procedures.

| P/N: 32401569 | P/N: 32386966 |
|----------------------------|----------------------------|
| S/N: 1T251670735086 | S/N: 1T251690194055 |
| | S/N: 1T251690195055 |
| | S/N: 1T251690196055 |
| | S/N: 1T251690197055 |
| | S/N: 1T251690199055 |

E. OWNER NOTIFICATION

An owner's notification letter will be sent out as soon as possible 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

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 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: G1.

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall R10340 claims should be submitted using the LONG FORM application only.

| | |
|---------------------|------------|
| Claim Type: | R10340 |
| Cause Code: | 02 |
| CSC Code: | XW |
| Main OP: | 99942-2 |
| Failed Part: | TBD |

V O L V O

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| <u>Operation Number</u> | <u>Repair Description</u> | <u>Qty</u> | <u>Labor Time</u> |
|--------------------------------|---------------------------------------|-------------------|--------------------------------------------------------|
| 97935-2 | Front 1st Seatbelt replace acc. To QB | 1 | All - 0.6 |
| 97936-3 | Front 2nd Seatbelt replace acc. To QB | 1 | V60CC - 0.6 V90CC - 0.5 XC60 - 0.5 XC90 - 0.5 |
| 99942-2 | Software Update acc. To QB | 1 | All - 0.3 |
| 99943-3 | Software Update acc. To QB | 1 | All - 0.1 |

**** Please refer to the VIN lookup tool for parts needed.**

Repair Steps:

- 1: Replace belt 1 (OP no 97935) **One belt regardless of side
- 2: Replace belt 2 if needed (OP no 97936) **Two belts
- 3: RML/RMR Reload (SW)
- 4: Total upgrade (SW)

***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.**