

## Volvo Car USA LLC

## Quality Bulletin

|                                                                                                            |                                        |                       |                        |
|------------------------------------------------------------------------------------------------------------|----------------------------------------|-----------------------|------------------------|
| Bulletin Title<br>Recall R10340 Seatbelt Torsion Bar, Model Year 2026 V60CC, V90CC, XC60 and XC90 vehicles |                                        | Group<br>88           | NO<br>R10340           |
| Issuer (Dept.)<br>Product, Safety and Compliance                                                           | Car Market<br>United States and Canada | Issue Date<br>11/7/25 | Status Date<br>6/12/26 |
| Revisions<br>Repair Procedure updated                                                                      |                                        | Page<br>Page 1 of 4   |                        |

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### A. RECALL R10340 DESCRIPTION

Volvo Cars USA LLC and Volvo Cars Canada LTD, on behalf of the Volvo Car Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain 2026 V60CC, V90CC, XC60 and XC90 vehicles.

Volvo Car investigations have identified that one or both of the front seat belt(s) may have been damaged during the manufacturing process. If the components (torsion bars) fail during a crash, it can lead to uncontrolled spool-out of the shoulder belt, increasing the risk of injury.

To remedy affected vehicles, Volvo Cars will replace the affected belt(s). Some vehicles will need one (Front Driver OR Front Passenger) or both (Front Driver AND Front Passenger).

#### IMPORTANT NOTE:

To determine what an affected VIN requires, please refer to the VIN matrix in the TIE (Technical Information Exchange) system. 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.

### 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 IN TIE FOR THIS RECALL. VEHICLES IN RETAILER INVENTORY MUST BE REPAIRED PRIOR TO SALE.**

Vehicle eligibility can be confirmed in TIE using the “Vehicle Info” tab and entering the VIN. Please use “Claim Type” button to see if the vehicle is eligible for R10340 and reference the “Performed” column to see if the action is open or was completed.

All vehicles must be checked for any incomplete Recalls, Service Actions or Service Campaigns. All open Recalls, Service Campaigns or Service Actions 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

Vehicles arriving at your retailer from the Port of Entry **may not** have the action completed. It is the retailer’s responsibility to check vehicle eligibility prior to sale or delivery.

### D. PARTS INFORMATION / PARTS RETURN

Please refer to Pars Bulletin R10340 for additional information.

**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 in mid-November that will notify the owner(s) of vehicles eligible for 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 sell or 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 selling or delivering vehicles.

**Courtesy Vehicles in Retailer Inventory**

Volvo requests that retailers remove and remedy all courtesy vehicles from service that are affected by a recall as soon as possible.

**Used Vehicles in Retailer Inventory**

While federal law does not prohibit the sale or delivery of used vehicles with open recalls, voluntarily pausing the sale or delivery of affected vehicles until recall completion aligns with Volvo's strong commitment to safety and customer trust.

**What does this mean for customers?**

Customers may 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 sale or new car delivery or during any service appointment.

**H. TECHNICIAN COMPETENCY REQUIREMENT**

The technician's competency requirement for this campaign repair is: G1.

**I. REPAIR PROCEDURE**

Front seatbelt(s) shall be replaced according to VIDA (*Front safety belt retractor*), removal, replacement and installation.

In order to properly dispose of the replaced Seat Belts, in addition to following the VIDA instructions at the following path, we ask that the scrapped seat belt webbing be cut to avoid any possible reuse.

***VIDA / General Safety Information / Interior Equipment / 8884 - Discarding Pyrotechnic Components, or utilizing the process normally followed at your Retailer***

Open the attachment R10340 Part Matrix.xlsx and enter the VIN to view the required part numbers and seatbelt quantity.

Front seatbelt(s) shall be replaced according to VIDA (function group 884, Front safety belt retractor).

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Step-by-step repair guide with corresponding operation numbers:

1. Replace the first front seatbelt.  
Operation No: 97935-2
2. If the Part Matrix indicates that both front seatbelts require replacement, proceed with replacing the second seatbelt.  
Operation No: 97936-3
3. Perform RML/RMR reload only if the vehicle is equipped with ERR\* (VDN EM02)  
Operation No: 99942-2
4. Carry out Total Upgrade only if the vehicle is equipped with ERR\* (VDN EM02)  
Operation No: 99943-3
5. Follow VIDA instructions for discarding pyrotechnic components  
Operation No: 99924-2

\*ERR = Electrical Reversible Retractor

### J. CAMPAIGN REIMBURSEMENT PROCEDURES & RETAILER

**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:** See Parts Bulletin R10340

| <u>Operation Number</u> | <u>Qty</u> | <u>Repair Description</u>                                             | <u>Labor Time</u>                                      |
|-------------------------|------------|-----------------------------------------------------------------------|--------------------------------------------------------|
| 97935-2                 | 1          | Front 1st Seatbelt replace acc. To QB                                 | All – 0.6                                              |
| 97936-3                 | 1          | Front 2nd Seatbelt replace acc. To QB                                 | V60CC – 0.6<br>V90CC – 0.5<br>XC60 – 0.5<br>XC90 – 0.5 |
| 99942-2                 | 1          | Software Update acc. To QB<br>Restraint Module Reload Left/Right (SW) | All – 0.3                                              |
| 99943-3                 | 1          | Software Update acc. To QB<br>Total Upgrade (SW)                      | All – 0.1                                              |
| 99924-2                 | 1          | Scrap Seat Belts According to VIDA                                    | 0.4                                                    |

**\*\* Please refer to the VIN matrix for parts needed.**

**Both Restraint Module Reload Left and/or Right and Total Upgrade are required to be performed and claimed for either repair procedure**