

V O L V O

Volvo Car USA LLC

Quality Bulletin

Bulletin Title Recall R10345 Front Seat Bolts, Certain Model Year 2018, 2025, and 2026 XC60 vehicles		Group 8521	NO R10345
Issuer (Dept.) Product, Safety and Compliance	Car Market United States	Issue Date 12/2/25	Status Date 12/2/25
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BULLETIN REFERENCE

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A. **RECALL R10345 DESCRIPTION**

Volvo Cars USA LLC on behalf of the Volvo Car Corporation has decided to launch Recall R10345 – Front Seat Bolts on certain model year 2018, 2025, and 2026 XC60 vehicles.

Volvo Car investigations have identified that on the subject vehicles, the front seat bolts may not be torqued to specification. As a result, the front seats may have a reduced ability to provide maximum protection in the event of a crash, increasing the risk of injury.

To remedy affected vehicles, the front seat bolts will need to be checked to ensure they are torqued to the correct specification (40Nm).

Important Note: Please use the table below to identify whether the left or right front seat requires correction.

VIN	Type	Country	Seat
YV4H9999999999999999	246	US	Front Driver Seat
YV4H9999999999999999	246	US	Front Driver Seat
YV4M9999999999999999	246	US	Front Passenger Seat

There are a total of 3 U.S. vehicles 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?

Customers will not be able to take delivery of an affected VIN until the recall remedy has been performed. If a customer calls / inquiries 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 using the attached VIN list and will be visible in TIE by December 2nd, 2025:

- **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 R10345 is available and use the performed column to see if the vehicle is eligible.**

All vehicles must be checked for any incomplete recalls, service campaigns, or service actions. 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

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 / PARTS RETURN

There are no parts needed for this repair..

E. OWNER NOTIFICATION

An owner notification letter will be promptly sent to affected vehicle owners advising them of the recall and instructing them to contact their Volvo Retailer to schedule a repair appointment. Retailers will be informed when the owner notification process begins.

F. VEHICLES IN RETAILER INVENTORY

New Vehicles in Retailer Inventory

It is a violation of federal law for a retailer to sell and/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 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

Retailers must perform this Safety Recall on eligible vehicles regardless of miles or vehicle age. All work performed under this Safety Recall is free of charge to the owner. All eligible vehicles must have this recall completed prior to customer delivery.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician’s competency requirement for this campaign repair will be G1.

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall R10345 claims should be submitted using the LONG FORM application only.

Claim Type: R10345
Cause Code: 02
CSC Code: XW
Main OP: 97848-2
Failed Part: No Parts Involved

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97848-2	Front seat adjust acc. To QB	1	0.6

***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.**