


Announcement Title			
Recall R10355 – EX30 High Voltage Battery, certain model year 2025 EX30 vehicles			
Issuer (First and last Name, Department)	Issue Date	Version No.	Last Revision Date
Quality, Product, Safety & Compliance	2026-01-02	1	
Audience (Retailer Job Role)		Security Class	
All U.S. and Canadian Volvo Retailers		Proprietary	

Dear Volvo Retailer Partner

Volvo Cars USA LLC and Volvo Cars Canada LTD on behalf of the Volvo Car Corporation has decided to launch Recall R10355 – EX30 High Voltage Battery on certain model year 2025 EX30 vehicles.

Volvo Car Investigations have identified in very rare cases, the battery in affected cars could overheat while charged to high battery charge level, which could in a worse-case scenario lead to a fire within the battery.

We are working to resolve this issue as soon as possible and as an interim remedy, please follow the instructions below:

- Volvo requests that you limit your maximum charge level to **NO MORE** than 70% State of Charge (SOC). You can adjust your Charge Level by following the steps below:
 1. Press the vehicle symbol  in the bottom bar of the Center Screen and go to “settings”.
 2. Go to “Charging” →Target battery level.
 3. Set your charge level to a **MAXIMUM** of **70%**.

- Volvo recommends that you **DO NOT** park your vehicle indoors

A total of 40 U.S. and 85 Canadian vehicles are affected by this recall.

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 violation. 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 Safety Recall unless the remedy has been performed.

USED VEHICLES IN RETAILER INVENTORY

Volvo Car USA is ordering the stop-delivery of affected vehicles in auction and retailer 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.

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What does this mean for customers?

Owners are advised to keep their charge level below 70% until a final service solution is available. If there is an issue with the battery, a battery overheating message will appear in the Driver Information Module (DIM).

Vehicle eligibility must be confirmed:

- **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 R10355 is available and use the performed column to see if the vehicle is eligible.**
- **Recall R10355 eligible vehicles not yet delivered to customers must be corrected prior to delivery.**

All vehicles must be checked for any incomplete recalls, service campaigns, or service actions. All open recalls, service campaigns or service action repairs must be completed. If you have any questions concerning this recall or your retailer’s affected vehicles, please send an e-mail with your retailer code to recall@volvocars.com.

Owner Notification

Owners will be notified electronically advising them to keep their charge level below 70% until the final service solution is available.

Port Vehicles

Not Applicable.

Parts / Parts Return

Please refer to the Parts Bulletin once available.

Claim Submission

Claim submission instructions will be made available in the R10355 Quality Bulletin once available.

Retailer Responsibilities

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner. As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

Your Cooperation in completing this important recall is greatly appreciated.

Sincerely

VCUSA Product, Safety, and Compliance