

Announcement Title			
Recall R10362 – 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	2026-02-20	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 R10362 – 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.

**Supersession of recall R10355:**

Recall R10362 supersedes EX30 High Voltage Battery Recall R10355. EX30 High Voltage Battery Recall R10355 closed as of February 19, 2026, and all claims after this repair date cannot be processed. Vehicles are now manually ("M") marked in TIE and QW90.

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%**.

A total of 189 U.S. and 1,631 Canadian vehicles are affected by this recall.

**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. Violation of this requirement by a retailer could result in a civil penalty. Retailers should review all vehicles in their inventory to determine recall eligibility and ensure prompt repairs once the necessary software is available. All affected vehicles in new inventory must be corrected prior to sale or delivery.

**USED VEHICLES IN RETAILER INVENTORY**

As a reminder, while current federal law does not prohibit the sale or delivery of used vehicles with open recalls, retailers should consult with their own legal and compliance advisors on whether or not to sell such vehicles. Retailers should understand and comply with any applicable local or state regulations that may apply and ensure they meet any applicable disclosure requirements.

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**COURTESY VEHICLES IN RETAILER INVENTORY**

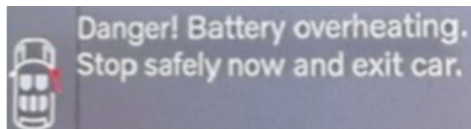
Volvo requests that retailers remove all courtesy vehicles from service that are affected by a Safety Recall unless the remedy has been performed.

**What does this mean for customers?**

Ensure the vehicle is set to NO MORE than 70% State of Charge (SOC) as described above.

Once the R10362 remedy becomes available, Volvo will send a notification to the customers informing them that parts are available and to contact you for an appointment.

**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 R10362 is available and use the performed column to see if the vehicle is eligible.**
- **Recall R10362 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](mailto:recall@volvocars.com).

**Parts / Parts Return**

Please refer to the Parts Bulletin once available.

**Claim Submission**

Claim submission instructions will be made available in the R10362 Quality Bulletin once available.

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**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 upmost 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