

Announcement Title			
Recall R10365: No Interior Sound, Model Year 2025/2026 EX30 vehicles, MY2026 EX30CC			
Issuer (First and last Name, Department)	Issue Date	Version No.	Last Revision Date
Product Safety & Compliance, Americas Quality Division	2026-05-26	2	2026-03-12
Audience (Retailer Job Role)		Security Class	
All U.S. and Canadian Volvo Retailers		Proprietary	

Dear Retailer Partner,

Volvo Cars USA LLC, on behalf of the Volvo Car Corporation has decided to launch Recall R10365 – EX30 No Interior Sound, on the following vehicles:

Model Years	Models Included
2025-2026	EX30
2026	EX30CC

A total of 1,584 U.S. and 287 Canadian vehicles are affected by this recall.

Volvo has identified that certain EX30 vehicles equipped with the Premium Sound system may experience a loss of interior audio. This condition is the result of a supplier process deviation affecting terminal connections, which may cause intermittent audio loss within the vehicle. As a result, the seat belt warning chime may not function as intended, leading to a noncompliance with Federal Motor Vehicle Safety Standard 208.

To remedy affected vehicles, the impacted terminals will be replaced.

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. All affected vehicles in new inventory must be corrected prior to sale or 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:

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.

What does this mean for customers?

We encourage customers to contact their authorized Volvo retailer and have this recall repair completed as soon as parts become available, free of charge.

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Vehicle eligibility must be confirmed:

- **Vehicle eligibility can be confirmed in TIE using the “Vehicle Info” tab and entering the VIN. Please use “Claim Type” button to see if R10365 is available and use the performed column to see if the vehicle is eligible.**
- **Recall R10365 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

An owner notification letter will be sent out on or about April 3, 2026, that will notify the owner of this recall instructing them to contact their Volvo Retailer and request an appointment to have this repair completed.

Port Vehicles

It is the retailer's responsibility to ensure that all vehicles received from the Ports of Entry are checked for open actions prior to being delivered to customers.

Parts / Parts Return

Retailers should process a critical order for the quantity needed. Orders will be filled in the order they are received based on the available inventory.

Please ensure that the terminals (PN32473659) are retained for return to TMA.

Claim Submission

Claim submission instructions will be made available in the R10365 Quality Bulletin.

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