

Announcement Title Parts Bulletin: Recall R10365 EX30 No Interior Sound on 2025-2026 EX30 and 2026 EX30 CC			
Issuer (First and last Name, Department) Quality, Product, Safety & Compliance	Issue Date 2026-03-12	Version No. 1	Last Revision Date N/A
Audience (Retailer Job Role) All U.S. and Canadian Volvo Retailers		Security Class Proprietary	

Dear Retailer Partner,

Volvo Cars USA LLC on behalf of the Volvo Car Corporation has decided to launch Recall R10365: EX90 No Interior Sound.

Volvo Car Investigations have 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, replace the two terminals according to the repair instructions in VIDA.

PARTS ORDERING

Parts are not currently available for this repair, we expect parts to arrive in the US/CA distribution centers during the week of March 23, 2026.

Only order what you need for repairs as recall parts are non-returnable.

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. Retailers may see some backorders as we continue to receive inventory and position it in the appropriate distribution centers.

Part Number	Description	Qty per Vehicle
32473659	Repair Terminal	2
9512783	Splice	2

Sincerely,

VCUSA Customer Service