

Announcement Title

PARTS BULLETIN PB10396 | Recall R10396 – EX30 Head Restraint Cushion | Parts Ordering Information

Issuer (First and last Name, Department)	Issue Date	Version No.	Last Revision Date
VCUSA Parts Division	2026-10-15	1	N/A
Audience (Retailer Job Role)	Security Class		
U.S. and Canadian Parts Managers and Parts Department Employees	Proprietary		

Dear Parts Managers and Parts Department Employees,

Volvo Cars has announced Recall R10396 – EX30 Head Restraint Cushion. This Parts Bulletin provides the required parts, tools, sourcing instructions and ordering guidance for the approved remedy.

Parts Availability and Ordering Guidelines

The first shipment of recall parts is on its way from Sweden, with additional inventory expected to follow. Parts will be supplied as inventory becomes available.

Prior approval and Parts Escalation requests are not required for this recall. Place necessary orders through the normal ordering process; orders will be fulfilled in the sequence received as inventory arrives.

Please follow these parts ordering and sourcing guidelines:

- **Stock Backorders:** All existing stock backorders for the affected parts will be canceled.
- **Ordering Restrictions:** Order only the quantities necessary to complete affected vehicle repairs.
- **Returns:** Recall parts are non-returnable.
- **Gauge Allocation:** Volvo will automatically allocate one gauge (P/N 9815318) to each retailer. Do not order this gauge separately.

**Required Parts, Tools and Sourcing Responsibilities****Part Number / Source****Quantity / Supply Method**

9815317 – Volvo Needle

1 per vehicle; order through Volvo

9815318 – Volvo Gauge

1 per retailer; **automatically allocated by Volvo – do not order****WÜRTH TWO-COMPONENT EPOXY – P/N 08934801 (EXTERNAL PURCHASE)**

Retailers must source this approved adhesive locally from WÜRTH. Use only P/N 08934801; substitute adhesives are not approved. One tube may be used for a maximum of two vehicles.

ADHESIVE DISPENSING GUN – RETAILER TOOL / EXTERNAL SOURCING

Use the standard adhesive dispensing gun already held by the retailer (pictured on the following page). Retailers without this tool should obtain it from WÜRTH; Volvo stock is limited. Confirm tool availability before repair.

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50ml dispensing guns both USA and Canada have available via Würth :

If needed via Würth USA [Manual Dual Cartridge Gun 50 MI | Part 1891989348 | Wurth USA](#)

If needed via Würth Canada P/N: 891.893489

Contact & Ordering Support Options for Würth:

Würth Canada Customer Service: 1-800-263-5002

Würth Canada Online Ordering: shop.wurth.ca

Würth Canada local sales representative

Würth USA Customer Service: 1-800-987-8487

Würth USA Dealer Landing Page / Online Ordering: www.WurthUSA.com/volvo

Würth USA local sales representative

Volvo will provide updates as additional recall inventory becomes available. Ensure the required WÜRTH adhesive and dispensing tool are available before scheduling the remedy.

Please order only the quantities needed for affected vehicle repairs. Thank you for your cooperation in supporting timely recall completion.

For questions regarding parts availability or ordering, please contact Parts Order Support at

partsordersupport@volvocars.com.

Sincerely,

VCUSA Customer Service