

**Quality Bulletin**

|                                         |               |            |             |
|-----------------------------------------|---------------|------------|-------------|
| Bulletin Title                          |               | Group      | No          |
| R10362 EX30 HV Battery Recall - US only |               | 31         | R10362      |
| Issuer (Department)                     | Car Market    | Issue Date | Status Date |
| Quality, Product, Safety & Compliance   | United States | 2026-07-02 | 2026-07-02  |
| Revisions                               |               | Pages      |             |
|                                         |               | 2          |             |

**A. RECALL R10362 DESCRIPTION****B. VEHICLES INVOLVED****C. CORRECTIVE ACTIONS****D. PARTS INFORMATION****E. LABOR OPERATIONS****F. CSC CODES****G. POLICY SETTLEMENT****H. NOTE****A. RECALL R10362 DESCRIPTION**

Volvo Car USA LLC, on behalf of Volvo Car Group, has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2025 EX30 vehicles. There exists a chance that the High-Voltage (HV) battery cell will overheat and that it may catch fire within the HV battery. Until the remedy is performed, customers are asked to limit charging to a maximum of 70% State of Charge (SOC).

**B. VEHICLES INVOLVED**

| Model Years | Models Included |
|-------------|-----------------|
| 2025-2025   | EX30            |

**C. CORRECTIVE ACTIONS**

Replace the HV-Battery pack.

To improve workshop efficiency, appointment scheduling, and the repair process:

- Ask the customer to bring the car in below 20% SOC

**D. PARTS INFORMATION**

Once available, Battery packs can be ordered according to the normal process.

**Parts Required**

| Part No  | Qty | Failing Part | Description   |
|----------|-----|--------------|---------------|
| 80013398 | 1   | F            | Total upgrade |
| 80012567 | 1   |              | BECM reload   |
| 36051402 | 1   |              | Battery, exch |

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**E. LABOR OPERATIONS**

| Op No   | JV | Main Op | Description                                                                      | Competence Req |
|---------|----|---------|----------------------------------------------------------------------------------|----------------|
| 99943-3 |    |         | Software downloading acc. to QB                                                  | G1             |
| 99943-3 |    |         | BECM reload                                                                      | G1             |
| 97857   |    |         | Isolation measurement disconnected high voltage battery acc. to QB               | 2AE            |
| 97733-3 |    | M       | High voltage battery disconnect/connect and insulation measurement acc. to QB/TJ | 1EV            |
| 97856   |    |         | High voltage battery remove-install acc. to QB                                   | G1             |

**Labor Text**

Replace the HV-Battery pack according to VIDA instruction (incl. BECM reload)

Perform total upgrade

**F. CSC CODES****Customer Symptom Codes**

| Code | Description                          |
|------|--------------------------------------|
| XW   | Service/repair/Service action/Recall |

| Cause Code | Description      |
|------------|------------------|
| 02         | PERFORMED REPAIR |

**G. POLICY SETTLEMENT**

100% Part and Labor

**H. NOTE**

As an interim remedy, until the replacement parts become available and are replaced, Volvo requests that every vehicles State of Charge (SOC) be limited to a maximum of 70%.