

Recall R10365 EX30 No Interior Sound, on the following vehicles:

Model Years	Models Included
2025-2026	EX30
2026	EX30CC

DATE: 5/26/2026

MARKET – U.S and Canada

GROUP: 3713

ISSUING DEPARTMENT: Product Safety and Compliance

BULLETIN REFERENCE

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B. VEHICLES INVOLVED

C. PORT VEHICLES if applicable

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A. RECALL R10365 DESCRIPTION

Volvo Cars USA LLC and Volvo Car Canada LTD, on behalf of the Volvo Car Corporation have 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.

WHAT SHOULD YOUR CUSTOMERS DO NOW?

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

B. VEHICLES INVOLVED

NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL. VEHICLES IN RETAILER INVENTORY MUST BE REPAIRED PRIOR TO SALE.

Vehicle eligibility must be confirmed:

- TIE – In the “claim types” tab once a vehicle is profiled.
- VIDA – Profile the vehicle and confirm R10365 is included under mandatory claim types
- Navigate planning & diagnostics/claim types to see mandatory claim types.

All vehicles must be checked for any incomplete recalls, service campaigns, or service actions. All open recall, service campaign or service action repairs must be completed prior to customer delivery. **If you have any questions concerning this recall, send them to recall@volvocars.com.**

C. 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.

D. 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.

E. 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.

F. 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

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.

G. RETAILER RESPONSIBILITY

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.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician's competency requirement for this campaign repair will be G1.

I. REIMBURSEMENT PROCEDURES & RETAILER ALLOWANCE

Recall R10365 claims should be submitted using the LONG FORM application only.

Claim Type: R10365

Main OP: 99923

CSC Code: XW

Cause Code: 02

Failed Part: 32473659

<u>Operation Number</u>	<u>Repair Description</u>	<u>QTY</u>	<u>Labor Time</u>
99923	General reimbursement acc. to TJ/QB	1	0.3

J. REPAIR METHOD

Replace the two terminals according to the repair instructions.