



# SAFETY RECALL NOTICE

VOLVO CAR USA LLC  
PO Box 3757, Highland Park, MI 48203-9984

PRESORT  
FIRST-CLASS  
U.S. POSTAGE  
PAID  
VOLVO CAR



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**YV4H62GK9T1000000** R1036220260306 600320-01-EN\_1

Volvo A. Owner  
13245 Main St.  
Any City, US 12345-6789



## IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
with Federal Law



**NHTSA RECALL 26V103**

March 16, 2026

## IMPORTANT SAFETY RECALL

**THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV4H62GK9T1000000**

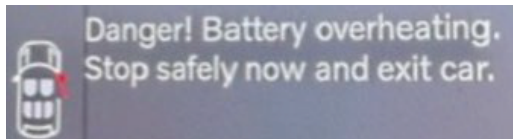
Dear Volvo Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

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), see below.

### The reason for Recall R10362:

There is a risk for smoke from the battery pack, overheating of the HV battery, and fire within the HV battery. Possible DIM message (see below) and/or app message stating HV battery overheating.



### Recall action R10362:

The corrective action is to remedy the concerned vehicles. Volvo Cars will inspect and replace the affected battery modules, **free of charge**. The replacement parts needed to repair your vehicle are not available at this time for this repair. Please be assured that Volvo is making every effort to secure the replacement parts needed and will send you a follow-up letter at a later date when replacement parts are available.

Once you receive notification that parts are available, please contact your authorized Volvo retailer to schedule an appointment.

Until the remedy is performed, customers are asked to limit charging to a maximum of 70% SOC.

You can adjust your charging limit to a maximum of 70% SOC by following the steps below:

1. Press the vehicle symbol in the bottom bar of the Center Screen and go to “Settings”.
2. Go to “Charging” → Target battery level.
3. Set your charge level to a MAXIMUM of 70%.

If you had previously paid for this repair to be performed, prior to receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy for the problem associated with this recall. For more information, please refer to Volvo Customer Care Center contact information in this letter.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us the updated owner information. Please refer to our contact information in this letter.

***Please contact:***

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center:

1800 Volvo Place  
Mahwah, NJ 07430

Or by phone at 1-800-458-1552, 6:00 AM to 9:00 PM, 7 days a week. You may also contact us by going to <https://volvo.custhelp.com/app/homeV3>.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge, and within a reasonable period of time, you may contact the NHTSA Administrator at:

National Highway Traffic Safety  
Administration 1200 New Jersey Avenue, SE.  
Washington, DC 20590

Or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171). You may also go to their website, <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

To learn more about Volvo safety recalls, scan the QR Code below or visit us at:  
<https://www.volvocars.com/us/v/own/recall>



Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause, and we are working to have this important Service completed as quickly as possible.

Sincerely,

A handwritten signature in blue ink, appearing to read "Vincent D'Auria". The signature is written in a cursive style and is positioned above the printed name and title.

Vincent D'Auria  
Senior Manager Product, Safety and Compliance - Regulatory &  
Compliance 1-800-458-1552