

# Part 573 Safety Recall Report

## 24V-869

**Manufacturer Name :** Volvo Car USA, LLC**Submission Date :** NOV 19, 2024**NHTSA Recall No. :** 24V-869**Manufacturer Recall No. :** R10292**Manufacturer Information :**

Manufacturer Name : Volvo Car USA, LLC

Address : 1800 Volvo Place  
Mahwah NJ 07430

Company phone : 201-768-7300

**Population :**

Number of potentially involved : 11

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2025-2025 Volvo EX90

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The recall population is determined by the torque data from the manufacturing plant in which the human error occurred between 06/25/24 and 09/25/24. The recall products differ from products not included in the recall by having the 2nd row free-standing seat torqued to specification. The affected products are certain model year 2025 EX90 vehicles manufactured in the Charleston Plant in South Carolina.

Production Dates : JUN 25, 2024 -SEP 26, 2024

VIN Range 1 : Begin : 7JDE23KL1SG001894 End : 7JDEV3VL5SG001187 ☒ Not sequential**Description of Defect :**

**Description of the Defect :** One or more of the attaching bolts for the 2nd row free-standing seat may not be tightened from the factory.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** As a result, incorrect torqued seat attaching bolts can potentially affect the 2nd row free-standing seat integrity in a vehicle crash, thereby increasing the risk of vehicle occupant injury.

**Description of the Cause :** This was caused by human error.

**Identification of Any Warning that can Occur :** There may be a potential rattle noise from the 2nd row free standing seat while driving.

**Involved Components :**

Component Name 1 : 2nd row free-standing seat attaching bolts

Component Description : NR

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : Volvo Car Corporation

Address : Gunnar Engellaus Väg 8

Gothenburg Foreign States 418 78

Country : Sweden

### Chronology :

Considered as a critical concern by CCMT 2024-11-13;

Field Service Action decision confirmed by Volvo Car Corporation 2024-11-20;

Condition detected by Internal;

Number of vehicle reports with the condition, reported to Volvo Cars from the NSC 0;

Total number of cars included in vehicle reports concerning this condition 0;

Implementation date of Field Service Action 2024-11-21.

#### Extended Chronology:

In mid of September a CoDev driver reported a rattle noise from the 2nd row free standing seat. In the end of September, 3 more vehicles were found in the Charleston plant at the yard.

In the end of October, the investigation was escalated to the Critical Concern Action Process (CCAP). The issue was concluded as potentially critical and the Critical Concern Management Team (CCMT) initiated a technical investigation to conclude customer symptom, risk assessment, testing, root cause etc.

On the 13th of November the technical investigation was completed, the CCMT team took the decision to start preparation for a safety recall as it was judged as an increased risk towards motor vehicle safety.

Description of Remedy :

Description of Remedy Program :	To remedy concerned vehicles, Volvo Cars will inspect all 2nd row free-standing seat attaching bolts and torque to 40Nm.  If an out-of-pocket expense has been paid for prior to this repair being performed, prior to receiving this letter, customers may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please refer to Volvo Customer Care Center by phone at 1-800-458-1552, 24 hours a day, 7 days a week. You may also contact Volvo by going to <a href="https://volvo.custhelp/app/homeV3">https://volvo.custhelp/app/homeV3</a> .
How Remedy Component Differs from Recalled Component :	The remedy component will be torqued to 40Nm.
Identify How/When Recall Condition was Corrected in Production :	We have ensured that all processes and inspections are carried out correctly during the assembly process with improved education for the operator regarding the back-up process.

Recall Schedule :

Description of Recall Schedule :	Remedy Notices
Planned Dealer Notification Date :	NOV 19, 2024 - NOV 19, 2024
Planned Owner Notification Date :	JAN 13, 2025 - JAN 13, 2025

\* NR - Not Reported