

Part 573 Safety Recall Report

25V-104

Manufacturer Name : Volvo Car USA, LLC

Submission Date : FEB 19, 2025

NHTSA Recall No. : 25V-104

Manufacturer Recall No. : R10307



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 : 15

Estimated percentage with defect : 90 %

Vehicle Information :

Vehicle 1 : 2025-2025 Volvo S90

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population are certain model year 2025 S90 vehicles produced in the Volvo Car Daqing plant in China between September 11, 2024, to December 11, 2024. During this production period plasticizers from the PVC-Masking reduced adhesion of the PUR bond to the car body and vehicles after December 11, 2024, a new process was introduced where the surface is cleaned and primed prior to window bonding. This recall affects certain model year 2025 S90 vehicles.

Production Dates : SEP 11, 2024 - DEC 11, 2024

VIN Range 1 : Begin : LVY062AEXSP456224 **End :** LVY062AF9SP455851 ☒ Not sequential

Description of Defect :

Description of the Defect : There is a risk that all windows that are bonded to the body have poor adhesion. The windows may detach from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of a crash, the passenger airbag may not have sufficient support from the front windscreen, and other PUR bonded windows may detach which may injure vulnerable road users.

Description of the Cause : The root cause of the deviation is due to plasticizers migration from the PVC-Masking, which reduces adhesion of the PUR bond to the car body.

Identification of Any Warning that can Occur : Customers may experience Noise, Vibration and Harshness.

Involved Components :

Component Name 1 : Front Windscreen

Component Description : NR

Component Part Number : NR

Component Name 2 : Rear Windscreen

Component Description : NR

Component Part Number : NR

Component Name 3 : Left rear quarter glass

Component Description : NR

Component Part Number : NR

Component Name 4 : right rear quarter glass

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : EFTEC (Changshu)Automotive Materials Ltd

Address : No. 88 Wanfu Road, Changshu, CEDZ
Jiangsu Foreign States 215513

Country : China

Chronology :

Considered as a critical concern by CCMT 2025-02-12; Field Service Action decision confirmed by Volvo Car Corporation 2025-02-12; Condition detected by Volvo Cars Daqing Plant;
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 2025-02-27.

Extended Chronology:

On the 11th of December 2024 Volvo cars received information from Volvo Car Daqing plant that they discovered one vehicle with bad adhesion against car body (rear screen).
The plant starts to investigate the reason for the poor adhesion of the rear screen.

The 20th of December 2024 Due to the potential problem related to poor adhesion to car body the concern was escalated via the Volvo Cars Critical Concern Action Process to Critical Concern Management Team (CCMT) that initiated a technical investigation to conclude customer symptom, risk assessment, testing, root cause etc.
On the 12th of February 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 cars, Volvo Cars will remove and re-glue the windows to the car body. 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 https://volvo.custhelp/app/homeV3 .
How Remedy Component Differs from Recalled Component :	The remedy component will be primed and cleaned prior to window bonding.
Identify How/When Recall Condition was Corrected in Production :	A new process was introduced after December 11, 2024, where the body surfaces are cleaned and primed prior to window bonding.

Recall Schedule :

Description of Recall Schedule :	Remedy Notices
Planned Dealer Notification Date :	FEB 19, 2025 - FEB 19, 2025
Planned Owner Notification Date :	APR 15, 2025 - APR 15, 2025

* NR - Not Reported