MY EX90 EXPERIENCE

Experience Error Evidence Contact Me News About Me

I'm not alone in experiencing these issues: 'An Extraordinary Number Of Issues:' Consumer Reports' Volvo EX90 Is A Mess

. Published July 15th, 2025

☑ <u>Consumer Reports: Volvo EX90 Issues (InsideEVs)</u>

Unsafe and Unpredictable: My Volvo EX90 Experience

The disappointment behind Volvo's most unreliable electric SUV

My Experience About Me

Edit with Lovable ×

MY EX90 EXPERIENCE

Experience Error Evidence About Me News Contact Me

My Correspondence with Volvo Canada and Volvo Mont-Royal

A detailed chronicle of my journey with the Volvo EX90 - VIN: 7JDE23VL6SG006665

	Current Status		
	I have retained <u>Choueke Hollander</u> law firm to pursue a full refund from Volvo. The vehicle's current condition renders it unsafe to operate, and its release to market without adequate testing represents a serious failure in quality control and consumer safety.		
ਹੈ	Key Contacts & Organizations		
	📅 Dealership: Volvo Mont Royal		
	problems will simply disappear without resolut	Montreal. Despite the ongoing issues with the vehicle, the dealership has remained silent, seemingly hoping these ion. This lack of accountability has compounded my negative experience with the vehicle itself. les Representative), <u>Remi Murray</u> (Sales Manager), and <u>Pasquale Ruscitto</u> (General Manager).	
	街 Corporate Ownership: Groupe Taddeo Au		
	Volvo Mont-Royal and Volvo Laval are owned b	y the same company, <u>Groupe Taddeo Auto</u> . This family-run automotive group, led by <u>Anthony Taddeo</u> along with his wife ictoria Taddeo, acquired Volvo Laval in 2002 and has since expanded to include Volvo Cars Mont-Royal, Polestar Montréal,	
	🗹 Volvo Canada Leadership		
		aging Director, Matt Girgis (<u>LinkedIn</u>), who has been completely silent and unresponsive. This speaks volumes about the ty etely disconnected from reality and customer concerns. The leadership's indifference mirrors the overall disappointing	
_			
)	Latest Update: Volvo North America's Final Di	ismissal - June 17, 2025	
	-	, concerns, Volvo Cars North America has now officially refused to replace or repurchase my defective EX90. Their response st Customer Care), essentially tells me to accept a clearly defective vehicle and continue working with the same dealershi	
		the customer care, essentially tensifie to accept a clearly delective vehicle and continue working with the same dealership ths. This represents Volvo's final stance: they will not stand behind their product quality or customer safety.	
		(XXXXX)	
		Romaziath 06/17/2025 11:41 AM	
		Dear Vicken,	
		Thank you for contacting Volvo Cars North America. We have reviewed your concerns and we would	
		first like to thank you for your patience while your case was opened. As much as we truly desire to resolve all of our customers' requests to their satisfaction, it is not possible to meet every expectation. We regret that in this instance, Volvo Cars is not in the position to replace or	
		repurchase the vehicle. We ask that you allow your retailer the opportunity to diagnose and complete all required repairs. We appreciate the time you have taken to advise us of your concerns. We understand that your experience is not to your expectation and we apologize for any inconvenience. Thank you for being part of the Volvo family.	
		Med vänliga hälsningar!	
		Yours Sincerely,	
		Romaziath Volvo Specialist Customer Care	
	Analysis of Volvo's Final Response	we's complete abandonment of customer responsibility. Despite documented safety issues, repeated failures, and months	
	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Ai	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept	
	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Ai		
	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Ai	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept	
	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Ai faulty products and hope the same failed se	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025.	
)	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025.	
)	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025.	
>	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025. 20501-000292 In May 1, 2025, requesting a reading for my lemon EX90, I received this generic, dismissive response on May 23, 2025 - after s Volvo Canada's complete lack of accountability and genuine concern for customer safety and satisfaction. Intplaisir (Sales Representative), Remi Murray (Sales Manager), and <u>Pasquale Ruscitto</u> (General Manager) from Volvo Mont-	
>	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025. 20501-000292 n May 1, 2025, requesting a reading for my lemon EX90, I received this generic, dismissive response on May 23, 2025 - after s Volvo Canada's complete lack of accountability and genuine concern for customer safety and satisfaction.	
)	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025. 20501-000292 In May 1, 2025, requesting a reading for my lemon EX90, I received this generic, dismissive response on May 23, 2025 - after s Volvo Canada's complete lack of accountability and genuine concern for customer safety and satisfaction. Intplaisir (Sales Representative), Remi Murray (Sales Manager), and <u>Pasquale Ruscitto</u> (General Manager) from Volvo Mont-	
))	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025. 20501-000292 In May 1, 2025, requesting a reading for my lemon EX90, I received this generic, dismissive response on May 23, 2025 - after s Volvo Canada's complete lack of accountability and genuine concern for customer safety and satisfaction. Intplaisir (Sales Representative), Remi Murray (Sales Manager), and <u>Pasquale Ruscitto</u> (General Manager) from Volvo Mont-	
))	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025. 20501-000292 In May 1, 2025, requesting a reading for my lemon EX90, I received this generic, dismissive response on May 23, 2025 - after s Volvo Canada's complete lack of accountability and genuine concern for customer safety and satisfaction. Intplaisir (Sales Representative), Remi Murray (Sales Manager), and <u>Pasquale Ruscitto</u> (General Manager) from Volvo Mont-	
)	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025. D501-000292 In May 1, 2025, requesting a reading for my lemon EX90, I received this generic, dismissive response on May 23, 2025 - after a Volvo Canada's complete lack of accountability and genuine concern for customer safety and satisfaction. Intplaisir (Sales Representative), Remi Murray (Sales Manager), and <u>Pasquale Ruscitto</u> (General Manager) from Volvo Montave remained completely silent, never once responding themselves. Gabrielle	
)	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025. 2501-000292 In May 1, 2025, requesting a reading for my lemon EX90, I received this generic, dismissive response on May 23, 2025 - after is Volvo Canada's complete lack of accountability and genuine concern for customer safety and satisfaction. Intplaisir (Sales Representative), Remi Murray (Sales Manager), and <u>Pasquale Ruscitto</u> (General Manager) from Volvo Mont- have remained completely silent, never once responding themselves. Cabrielle DESERVICE URCENTING ALL AND ALL	
)	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025. DS01-000292 In May 1, 2025, requesting a reading for my lemon EX90, I received this generic, dismissive response on May 23, 2025 - after is Volvo Canada's complete lack of accountability and genuine concern for customer safety and satisfaction. Intplaisir (Sales Representative), Remi Murray (Sales Manager), and <u>Pasquale Ruscitto</u> (General Manager) from Volvo Mont- have remained completely silent, never once responding themselves.	
)	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025. DS01-000292 In May 1, 2025, requesting a reading for my lemon EX90, I received this generic, dismissive response on May 23, 2025 - after s Volvo Canada's complete lack of accountability and genuine concern for customer safety and satisfaction. Intplaisir (Sales Representative), Remi Murray (Sales Manager), and <u>Pasquale Ruscitto</u> (General Manager) from Volvo Mont- nave remained completely silent, never once responding themselves.	
)	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept vice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025.	
)	This response from Romaziath confirms Volv of unresolved problems, Volvo Cars North Au faulty products and hope the same failed set Official Volvo Canada Response - Case ID#250 After filing an official case with Volvo Canada o 23 days of waiting. The response demonstrates CC'ed on these communications: Charles Mo	merica officially refuses to replace or repurchase this defective vehicle. They're essentially telling customers to accept rvice processes will somehow work better next time. This is Volvo's definition of "customer care" in 2025. SC01-000292 In May 1, 2025, requesting a reading for my lemon EX90, I received this generic, dismissive response on May 23, 2025 - after s volvo Canada's complete lack of accountability and genuine concern for customer safety and satisfaction. Intplaisir (Sales Representative), Remi Murray (Sales Manager), and <u>Pasquale Ruscitto</u> (General Manager) from Volvo Mont- have remained completely silent, never once responding themselves. Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Intervie	

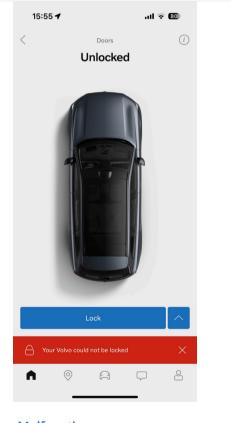
List of ongoing issues with my Volvo EX90

These screenshots document actual errors experienced with the Volvo EX90, demonstrating the persistent software issues that have plagued this vehicle.



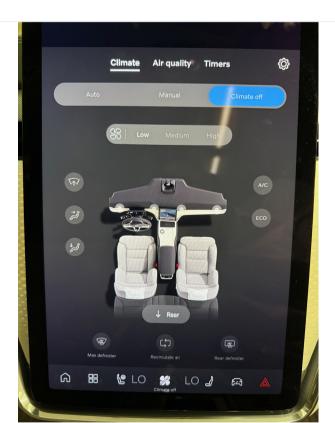
Critical System Communication Fault

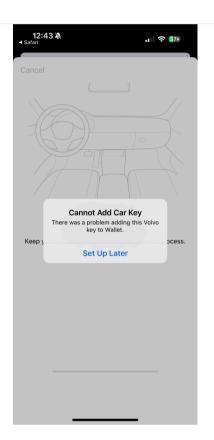
"System Communication Fault - Complete Throttle Loss on Highway" On July 21, 2025 at 9:00 AM, while driving on Highway 13 (Montreal), the vehicle abruptly lost all throttle response and displayed this critical system communication fault. The car had to be rolled to a stop with no power, creating an extremely dangerous situation on a busy highway. Both the dealership and Volvo Canada Customer Care confirmed the vehicle was unsafe to drive and required immediate towing.



Door Locking Malfunction

"Can't Lock: System Reports Unlocked Despite Lock Command" The car frequently cannot be locked, even when using the Volvo app. This error persists despite showing "Unlocked" status, creating a significant security concern.





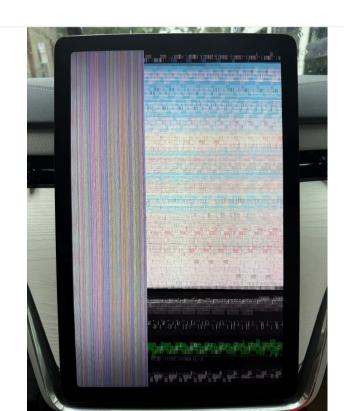
Digital Key Failure

"Authentication Failed: Unable to Add Car Key to Apple Wallet" The Digital Key feature repeatedly fails, displaying this error when attempting to add the car key to Apple Wallet. Despite multiple service attempts, this critical functionality remains unreliable.



Center Display Failure

"Critical Interface Blackout: Main Controls Inaccessible" The main center display regularly becomes completely non-functional with a black screen. This prevents access to critical vehicle controls and features, rendering many functions inaccessible.



Climate Control Malfunction

"Climate System Override: Controls Unresponsive Despite Interface Status"

The climate control system became stuck with no way to disable it for an entire week. The controls would show "Climate off" while the system continued to operate at maximum capacity.



Electronic Stability Control Failure

stability and accident prevention system.

"ESC Temporarily Unavailable: Critical Safety System Offline" The Electronic Stability Control (ESC) system repeatedly fails and becomes unavailable, displaying persistent error messages on the driver display.

This represents a serious safety concern as ESC is a critical vehicle

Complete Center Screen Malfunction

"Total System Breakdown: Hard Reset Failed to Restore Screen" The main center screen suffered a complete malfunction with corrupted display artifacts and distorted colors. Even performing a hard reset of the system could not restore normal functionality, leaving the vehicle's primary interface completely unusable.



e

mer Car

Digital Key Creation Failure & Volvo's Response

"ERR_BAD_REQUEST - 220022--VERIFIER_DELIVERY_IN_PROGRESS" After a 2.5-week repair period (June 23 - July 9, 2025), the Digital Keys were disabled and could not be recreated. The Digital Key creation process consistently fails with this error from digitalkey.volvocars.com, leaving owners unable to use this primary access method. Official Response from Romaziath - Volvo Specialist | Customer Care Volvo officially acknowledged the Digital Key creation issue on July 16, 2025, stating their technical team is working to resolve it. However, customers are left without this critical functionality with no clear timeline for resolution.



Purchase Info March 2025 \$147,605.87 CAD



February 1, 2024

Placed order for a Volvo EX90 Ultra 7-seater through Volvo's official website with specific features including the Bowers & Wilkins sound system. Order assigned to Volvo Cars Mont-Royal with a \$2,000 deposit.

January 2025

Discovered my original configuration had been ordered incorrectly by the dealership, omitting key features I had selected online. Delivery estimates shifted repeatedly from September 2024 to October, November, and finally to January-February 2025. Sent a formal complaint to Volvo Canada on January 16, requesting escalation to Managing Director Matt Girgis. Volvo Canada never confirmed this escalation.

January-March 2025

Agreed to take an alternate EX90 configuration (VIN 7]DE23VL6SG006665) already in transit to avoid further delays. However, the new vehicle faced delivery delays again. Multiple emails exchanged with Volvo Canada and Volvo Mont-Royal, formally requesting escalation to Volvo senior executives. Volvo Canada repeatedly refused to escalate to executives. Three direct emails sent to Mr. Girgis went unacknowledged.

March 28, 2025

Took delivery of the EX90. Within three days, all keys (key tag, key cards, and digital key) stopped functioning. The only way to unlock the vehicle was via the Volvo app.

April 2025 - Service Visits Two service visits required in April. First visit (April 14): Physical keys began working after software update, but Digital key stopped working. Second visit (April 28): Digital key restored but triggered cascade of new issues including non-functional center screen, door locking problems, emergency system fault, and inoperable AC/ventilation for one

May 2025

week.

Sent an email to Volvo Mont-Royal formally requesting a full refund, identifying the vehicle as a lemon. Asked for escalation to the GM. Decided to retain legal counsel and paused further communication with Volvo and the dealership.

June 23 - July 9, 2025

Vehicle spent 2.5 weeks in repair at the dealership. Upon pickup on July 9, the Digital Keys (Apple Wallet) were disabled and could not be recreated. The Digital Key creation process consistently fails with error "ERR_BAD_REQUEST - 220022--VERIFIER_DELIVERY_IN_PROGRESS" from digitalkey.volvocars.com. Volvo acknowledged the issue on July 16, 2025, stating their technical team is working on it, but provided no timeline for resolution.

July 21, 2025 - 9:00 AM CRITICAL SAFETY INCIDENT: While driving on Highway 13 (Montreal), the vehicle abruptly lost all throttle response and displayed "System Communication Fault - Pilot Assist

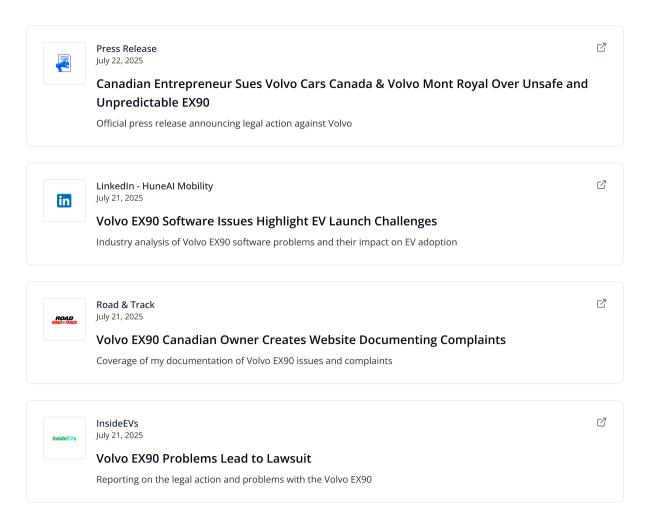
deactivated. Find a place to stop and select P to park. When parked, the system will restart." The car had to be rolled to a stop with no power, creating an extremely dangerous situation on a busy highway. Both the dealership and Volvo Canada Customer Care confirmed the vehicle was unsafe to drive and required immediate towing.

July 21, 2025 - 10:00 AM

FORMAL SAFETY COMPLAINT FILED: Formally filed with Transport Canada, Case # 2025-2316 to review Volvo's EX90 for safety recall due to persistent critical system failures affecting vehicle safety and operability.

In The News

Media coverage of my Volvo EX90 experience



My Public Posting on Linkedin

My LinkedIn post about the Volvo EX90 experience has resonated with many, generating significant engagement from the automotive community.

Vicken Kanadjian in Cesium Telecom, Formentera Capital. Entrepreneur, Investor May 23, 2025			
l've been a Volvo customer since 2019 and decided to upgrade to the new 2025 Volvo EX90—Volvo's flagship electric family car and most advanced vehicle to date. I purchased what is supposed to be their premium offering, only to face immediate issues. With just over 1000 km driven, I realized that this model (EX90) should never have been launched in its current state. It's just not ready.			
From key failures to a completely non-functional interface and buggy OS, the list of problems grows quickly. Despite service visits and repeated attempts to engage Volvo Canada's executive team, including <u>Matt Girgis</u> and <u>Volvo Cars</u> <u>Canada</u> , I've received no meaningful response or resolution. Even trying to engage with the dealership <u>Volvo Mont-Royal</u> 's general manager went nowhere.			
So I've documented my experience at <mark>www.myvolvoex90.com</mark> in the hope it leads to reflection and accountability. This level of product instability and silence from leadership team is not what customers should expect, especially from a brand like <u>Volvo Cars</u> , long known for its reliability.			
CC: <u>Tara Powadiuk</u> , <u>Aleiza Alerta</u>			
My Volvo EX90 Experience myvolvoex90.com			
◎ 10,238 impressions	ີ ທີ View on LinkedIn		

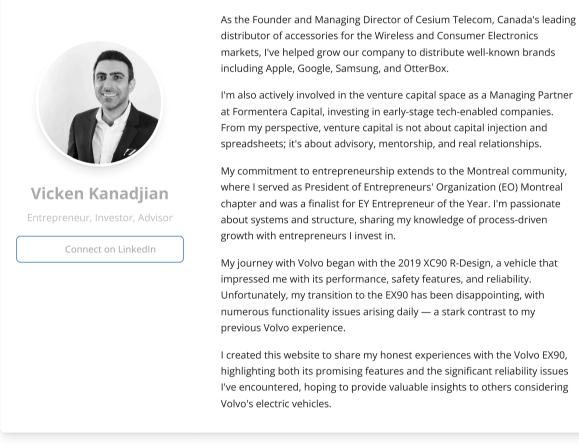
The response to my LinkedIn post demonstrates that my experience resonates with others in the automotive community. The significant engagement shows that concerns about electric vehicle reliability and corporate accountability are widespread.

About Me

The person behind this Volvo EX90 experience

My Background

I know what it feels like to build a company from the ground-up against all odds. In 2003, I co-founded Cesium Telecom in a basement after earning my Bachelor's Degree in Computer Engineering from McGill University. Today, Cesium is one of Canada's fastest-growing tech-enabled consumer goods companies.



Volvo EX90 Gallery These are actual pictures of my configured Volvo EX90 model in the same color and with the same options as the car I purchased, showcasing its elegant design and thoughtful features.



Key Features of the EX90

The Volvo EX90 combines cutting-edge technology, exceptional safety features, and Scandinavian design to create a truly remarkable all-electric SUV.

4 All-Electric Performance

Scandinavian Design

A

Dual motor AWD with up to 496 hp and 671 lb-ft of torque, delivering smooth and powerful acceleration.

Minimalist interior with sustainable materials and a panoramic moonroof that creates a bright, airy cabin.

Ť Long Range Capability

Smart Technology

Up to 300 km of range on a single charge with fast charging capabilities, going from 10% to 80% in about 30 minutes.

Powered by core computers and Al, offering a personalized driving experience. Software updates are provided, though their frequency and impact may vary.

$\left(\right)$ **Advanced Safety**

LiDAR technology combined with cameras and sensors provides the most advanced standard safety package in any Volvo.

6.0

Spacious Interior Three-row seating for up to 7 passengers with ample cargo space and a frunk for additional storage.

Contact Me Get in touch: Kanadjian@gmail.com This is a personal website about my experience with the Volvo EX90. I am not affiliated with Volvo Cars. All product names, logos, and brands are property of their respective owners.

Quick Links Home Experience Error Evidence About Me Volvo Cars Mont Royal 🗹

© 2025 My Volvo EX90 Experience. All rights reserved.